

Report on Multiculturalism

Government of British Columbia

2006/2007

Multiculturalism Policy

"It is the policy of the government to...
carry on government services and
programs in a manner that is sensitive and
responsive to the multicultural reality of
British Columbia."

British Columbia's Multiculturalism Act





Report on Multiculturalism

Government of British Columbia

2006/2007

British Columbia Assessment Authority • BC Housing Management Commission • BC Hydro • BC Investment Management Corporation • BC Oil and Gas Commission • BC Pension Corporation • BC Public Service Agency • BC Transit • BC Transmission Corporation • British Columbia Innovation Council • British Columbia Lottery Corporation • British Columbia Railway Company • British Columbia Utilities Commission • Columbia Power Corporation • Community Living British Columbia • Homeowner Protection Office • Insurance Corporation of British Columbia • Integrated Land Management Bureau • Ministry of Aboriginal Relations and Reconciliation • Ministry of Advanced Education • Ministry of Agriculture and Lands • Ministry of Attorney General and Minister Responsible for Multiculturalism • Ministry of Children and Family Development • Ministry of Community Services and Minister Responsible for Seniors' and Women's Issues • Ministry of Economic Development including BC 2010 Olympic & Paralympic Winter Games Secretariat • Ministry of Education • Ministry of Employment and Income Assistance • Ministry of Energy, Mines and Petroleum Resources • Ministry of Environment • Ministry of Finance • Ministry of Forests and Range and Minister Responsible for Housing • Ministry of Health • Ministry of Labour and Citizens' Services • Ministry of Public Safety and Solicitor General • Ministry of Small Business and Revenue • Ministry of Tourism, Sport and the Arts • Ministry of Transportation • Office of the Premier - Intergovernmental Relations Secretariat • Provincial Capital Commission • Royal British Columbia Museum • Tourism British Columbia

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**Letter to the Lieutenant-
Governor of the Province of
British Columbia**

To His Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the
Multiculturalism Act, I respectfully
submit the 13th annual report on the
operation of the act. This report covers
the activities for the 2006/07 fiscal year.

Respectfully submitted,



Honourable Wally Oppal
Attorney General and Minister
Responsible for Multiculturalism

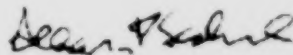
Letter to the Minister

Honourable Wally Oppal
Attorney General and Minister
Responsible for Multiculturalism

Honourable Attorney General:

I respectfully submit the Report on
Multiculturalism: Government of
British Columbia 2006/2007. This
report documents the activities of
the Government of British Columbia,
and Crown in support of the
Multiculturalism Act for 2006/07.

Yours faithfully,



Allan Seckel
Deputy Attorney General
Ministry of Attorney General

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Minister's Message

The Honourable Wally Oppal, Attorney General and Minister Responsible for Multiculturalism

In British Columbia, our respect for citizens of all backgrounds and cultures is one of our greatest strengths. British Columbians have created a welcoming place and enjoy the social and economic benefits that come from diverse cultures living and working together.

In 1993, British Columbia's Multiculturalism Act was enacted, making it the policy of government to promote cross-cultural understanding and respect for every race, cultural heritage, religion, ethnicity, ancestry and place of origin. It is the role of government to work toward a society free from all forms of racism and to promote the full participation of all individuals in our society.

The Multiculturalism Act instructs the Government of British Columbia to recognize the right of each British Columbian to be treated with dignity. This is particularly important for First Nations and Metis peoples. For many decades, state and church did not recognize indigenous peoples' inherent rights and developed policies aimed at eliminating their rich and diverse languages and cultures. Today, the Multiculturalism Act affirms that discrimination on the basis of race or cultural heritage has no place in British Columbia.

The Government of British Columbia is committed to providing government services and programs in a manner that is sensitive and responsive to the many diverse cultures of British Columbia. Each year, government ministries and corporations submit a report to the Minister Responsible for Multiculturalism setting out initiatives undertaken during the past fiscal year to promote and support the government's multiculturalism policy.

I am pleased to present the 13th annual Report on Multiculturalism: Government of British Columbia (2006-2007). The report is the record of multiculturalism initiatives in British Columbia's ministries and government corporations. I would also like to thank the Multicultural Advisory Council, members of the community who provide me with valuable advice on issues related to multiculturalism and anti-racism. The council's report is at the beginning of this publication.

Our great cultural diversity and rich indigenous multicultural heritage will be a central theme of the Vancouver 2010 Olympic and Paralympic Winter Games. In 2010, the world will learn from our exceptional model of cultural diversity.

Multiculturalism Has Always Been Here

The Province of British Columbia is the traditional territory of approximately 200 First Nations representing about 120,000 people. Approximately 45,000 Métis and 800 Inuit reside in the province. These diverse peoples represent over 34 distinct languages. From Vancouver Island to Yukon Territory, a vibrant quilt of indigenous cultures anchored in generations of human history covers the landscape of the entire province. Over 150 years ago, settlers of European descent first entered this land of richly varied indigenous multiculturalism.

As Europeans moved into Aboriginal territories, they introduced their own philosophies, technologies, political and economic systems. Relationships between Aboriginal peoples and settlers varied across regions and evolved over time. Differences in language, culture and world-view sometimes peacefully co-existed in partnership, but often clashed in conflict, leaving a legacy of mistrust.

Convinced of their own superiority, settlers and their descendants attempted to assimilate Aboriginal peoples into a Eurocentric version of Canadian culture through policies of state and church. For over a century, assimilation exacted a tragic toll on Aboriginal communities and families, doing great harm to indigenous cultures.

First Nations and Métis peoples struggled persistently for recognition as self-determining peoples, with languages, cultures and political systems deserving of respect and support. Canada took a step towards this recognition in 1982, with repatriation of the Constitution. Section 35 recognized and affirmed "existing Aboriginal and treaty rights of the Indian, Inuit and Métis peoples of Canada."

Gradually, conventional attitudes began to change. A sense of commitment by the Province of British Columbia to support Aboriginal cultures took shape and a variety of relationship-building processes were implemented, including the establishment of the B.C. Treaty process and the negotiation of a treaty with the Nisga'a Nation. In 2005, the Province and British Columbia First Nations (as represented by the political executives of the First Nations Summit, Union of BC Indian Chiefs and the BC Assembly of First Nations, collectively known as the First Nations Leadership Council) committed to a New Relationship, on a government-to-government basis, based on respect, reconciliation and recognition of Aboriginal title and rights. This commitment created a historic opportunity to strengthen indigenous multiculturalism throughout British Columbia.

In November 2005, the Province, the federal government and the First Nations Leadership Council signed the Transformative Change Accord, a commitment to improve government-to-government relationships and to close social and economic gaps between First Nations and other British Columbians in the areas of economic opportunities, education, health and housing and infrastructure by 2015. In May 2006, the Province and the Métis Nation of British Columbia signed the Métis Nation Relationship accord to strengthen existing relationships. The accord supports the Métis people and their aspirations to improve their quality of life and create better access to social and economic opportunities.

The New Relationship, implementation of the Transformative Change Accord and ongoing efforts to negotiate government-to-government agreements are setting the stage for the long-term revitalization and sustainability of Aboriginal cultures, languages and communities. Vibrant and respected indigenous cultures, taking their rightful place in British Columbia's multicultural mosaic, will provide a significant asset and play a critical role in the future of the province. All British Columbians share a responsibility to recognize, respect and support the cultural heritage and diversity of Aboriginal peoples across British Columbia.

"...a vibrant quilt
of indigenous
cultures anchored
in generations of
human history..."

Multicultural Advisory Council

SUMMARY REPORT: APRIL 2006 – MARCH 2007

The Multicultural Advisory Council (council) continued with a robust agenda for this year, including the following highlights: the council sponsored Communities in Action: Sustainability Social Cohesion Study Tour at the World Urban Forum (WUF) in Vancouver June 2006; continued their support for the Dialogue on Multiculturalism initiative; and supported the Attorney General's vision for establishing a provincial multiculturalism awards initiative.

Involvement in the WUF became a council priority in early 2006. It was an honour to have a council representative sit on the WUF Vancouver Working Group to provide advice on developing links to ethnocultural groups and stakeholders involved in multiculturalism. The study tour was a complete success and provided WUF delegates from Argentina, Bangladesh, Brazil, Cameroon, Canada, Ethiopia, Hungary, Kenya, Latvia, Nepal, Nigeria, Peru and Uganda a first-hand view on the delivery of settlement and adaptation programs and the unique work that community organizations do to assist newcomers to integrate and contribute to their communities.

The council continued its support of the Ministry of Attorney General's work to engage communities throughout British Columbia on multiculturalism. A Dialogue on Multiculturalism was convened in Prince Rupert, February, 2007. The theme for the dialogue was "To What Extent is Prince Rupert Welcoming of Diversity?" A welcoming prayer and words were shared by Tsimshian Elder Leonard Alexcee, who, along with his partner Tsimshian Elder Mona Alexcee, served on the planning committee. The Tsimshian honored the gathering with the metaphorical dance presentation from the Metlakatla Sugyigyet Dancers, and invited dialogue participants to take part in the dance rituals as part of the dialogue journey that took place that day. A copy of the provincial Multiculturalism Week 2007 proclamation was presented to Prince Rupert Mayor, His Worship Herb Pond.

Through council's committee work in planning to engage youth and local government and strengthening government multiculturalism service delivery, the council continues to seek opportunities to promote achievements in multiculturalism in British Columbia and support initiatives that further the policies of British Columbia's Multiculturalism Act.

I wish to acknowledge the contributions that former and current council members have made by generously sharing the diverse insights and expertise on multiculturalism and anti-racism issues during meetings and in committee work. Special thanks to the staff of the Ministry of Attorney General for their efficient and effective administrative support to the council.

Respectfully submitted,



John Halani, Chair

MEMBERS OF THE MULTICULTURAL ADVISORY COUNCIL FOR 2006-2007

Haji Mahmood Awan
Richmond

Johnny Fong
West Vancouver

John Halani, Chair
Vancouver

Debra Hoggan
White Rock

Dennis Hori
Kamloops

Dr. David Chuenyan Lai
Victoria

Edmond Luke, Vice Chair
Vancouver

Yonah K. Martin
Vancouver

Malkit Mutti
Burnaby

Balraj S. Pagely
Victoria

Gurdip Singh Sahota
Surrey

Randy R. Sandhu
Richmond

Jatinder S. Sidhu
Abbotsford

Andrée St. Martin,
New Westminster

Jan Walls, Chair
Vancouver

Dr. Mark Wexler
Vancouver

Multicultural Advisory Council

MEETINGS

In its 2005/06 annual report submission, the Multicultural Advisory Council (council) reiterated the importance of the council and the government's commitment in the areas of multiculturalism and the elimination of racism by specifically mentioning the following themes:

- further engagement of aboriginal communities in dialogues on multiculturalism;
- ongoing support for the provincial anti-racism and multiculturalism program;
- involvement of youth and schools in the areas of multiculturalism; and,
- promoting and championing the value of cultural diversity.

This commitment to multiculturalism and anti-racism continued throughout the three council meetings in 2006/07. During this year, the council worked on the following initiatives: youth engagement in multiculturalism, development of a provincial multiculturalism awards initiative, review of the Government of British Columbia Report on Multiculturalism and development of plans to engage representatives from local government on multiculturalism.

At council's first meeting of May 5, 2006, final plans for the council-sponsored World Urban Forum study tour were discussed. In addition, the People Together Foundation's Walk for Reconciliation 2008 project was tabled for council involvement. The council approved its committee on youth issues terms of reference and work plan. The council's provincial legislation and programs review committee highlighted the scope for developing recommendations to the Minister on the Government of British Columbia Report on Multiculturalism. The council's new committee on multiculturalism and municipal engagement was established to explore links with local government representatives; and to develop plans that will engage these representatives in a forum on multiculturalism.

At the council's second meeting on Aug. 25, 2006, challenges for foreign-trained workers and professional-class immigrants were discussed. As a result, presentations from the Provincial Nominee Program (PNP) and the Foreign Qualifications Unit (FQU) were made. In addition, youth was defined through two age categories: junior youth – 12 to 17, and senior youth – 18 to 22. This was approved by council to assist in the definition of youth, in terms of scope and to inform which age group to focus on when developing recommendations

to engage young people in multiculturalism. The World Urban Forum Study (WUF) tour final report was tabled and council members agreed the study tour was a complete success. The study tour provided WUF delegates an opportunity to tour five sites that highlighted settlement and integration support to immigrants and refugees. Along with updates, council approved a request to have council representation on a People Together Foundation advisory group. Council's continued priority to engage Aboriginal peoples led to two council members sitting on a planning committee for the Finding Home: Belonging, Connection and Community Dialogue, that was convened in February 2007, at the SFU Wosk Centre for Dialogue. The dialogue brought together participants to explore the theme of finding home from a diverse set of perspectives that included engaging aboriginal and non-aboriginal participants. Council reappointments took place in fall 2006.

The council held its third meeting on Jan. 19, 2007 and upon the Attorney General's request, approved a multiculturalism awards concept. The Attorney General asked the council to work with ministry staff to design plans for a nomination package for the initiative to be launched at a future date. The council also approved the recommendations presented by its committee on provincial legislation and program review regarding the Government of British Columbia Report on Multiculturalism. The recommendations were forwarded to the Attorney General for his consideration. The council continues to refine plans for forums intended to enhance the engagement of community advisory committees who provide advice to local governments on diversity and multiculturalism. These forums would be used to encourage local dialogue and sharing of promising practices that could eventually contribute to a provincial strategic action plan focused on building inclusive welcoming communities. Ministry staff reported that plans are underway for a Dialogue on Multiculturalism to be convened in Prince Rupert in February 2007. Council conveyed their continued interest to the Attorney General on a variety of themes: immigration, foreign credentials, need for developing secondary school curriculum that promotes global citizenship and multiculturalism and continued advocacy for stronger funding support for British Columbia's anti-racism and multiculturalism program.

As council moves forward, a number of initiatives will be important in the coming year:

- i. to further assist the Attorney General's vision to develop and implement a provincial multiculturalism award initiative;
- ii. to support the ministry Dialogues on Multiculturalism initiative for communities in British Columbia; and,
- iii. to develop a youth engagement strategy on multiculturalism.

Ministries >>

Ministry of Aboriginal Relations and Reconciliation

■ Initiatives

ENABLING FIRST NATIONS

The ministry leads the Province's participation in Final Agreement and advanced Agreement-in-Principle negotiations, interim measures and other agreements with First Nations and the federal government on lands and resources, governance, fiscal relations and capacity building. In the last two years, the Province has initialled three Final Agreements: Tsawwassen First Nation, Maa-nulth First Nations and Lheidli Teneh First Nation, and is moving towards Final Agreements with: Sliammon First Nation, Yale First Nation, Yekooche First Nation and In-SHUCK-ch Nation.

The ministry hosts an annual First Citizens' Forum, chaired by the Premier, to provide an opportunity for First Nations and Métis leaders to build a direct dialogue on specific areas of interest. In 2006, the ministry held a forum on indigenous languages and cultural revitalization. Recommendations from that forum guide development of a precedent-setting partnership with the New Relationship Trust and First Peoples' Heritage Language and Culture Council.

Through the First Citizens' Fund, the ministry supports Aboriginal families and communities celebrating their culture and success in today's world and into the future. In partnership with the BC Association of Aboriginal Friendship Centres, the fund supports delivery of friendship centre and student bursary programs. Aboriginal students enrolled in post-secondary education programs can receive financial assistance from the Student Bursary Program. The Friendship Centre Program enhances delivery of culturally-responsive support services for Aboriginal people and their families in urban settings. Support for Aboriginal financial institutions and organizations helps create new employment and business opportunities for Aboriginal communities throughout British Columbia.

The ministry provides guidance to other provincial ministries and line agencies across government, offering strategic advice on First Nation and Aboriginal policy development in keeping with the principles of the New Relationship. Areas of engagement include consultation and accommodation agreements, third-party policy development, protocol and relationship building. The ministry works to support Aboriginal peoples in the realization of their fundamental aspirations, including self-determination and cultural vibrancy. These efforts help build a multicultural future where all British Columbians celebrate Aboriginal languages, arts, and traditional knowledge, while respecting the ancient Aboriginal connection to traditional territories.

Continued >>

MANDATE

The Ministry of Aboriginal Relations and Reconciliation has the primary responsibility for forging new relationships with Aboriginal peoples, founded on reconciliation, recognition and respect. The ministry negotiates treaties and other agreements with First Nations to create economic certainty over Crown land and resources and to support First Nations to become strong, self-determining peoples. Within the spirit of the New Relationship and Métis Nation Relationship Accord, the ministry also works to facilitate innovative partnerships and stronger working relationships with Aboriginal organizations, First Nations and Métis communities, and to materially improve the lives of all Aboriginal people in the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry supports the continued strength and diversity of indigenous multiculturalism through many different initiatives. Our work focuses on two main areas: treaties and lasting agreements; and social, cultural and economic programming and services administered through Aboriginal organizations. The ministry works in partnership with other provincial ministries/agencies, Crown corporations, Aboriginal leaders and organizations, the private sector and the federal government to support activities and initiatives to achieve this goal.

Since the BC Treaty Commission process began in 1992, the provincial government has put significant efforts into making treaties. British Columbia remains committed to treaty negotiations as a formal expression of reconciliation. Treaties will support First Nation efforts to develop their economies and govern their communities, building the foundations for long-term sustainability, self-determination and success.

Ministry of Aboriginal Relations and Reconciliation

Continued >>

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry works to realize the New Relationship and its support for indigenous multiculturalism through building an internal culture that celebrates and recognizes Aboriginal peoples. Three positions posted recently specifically targeted Aboriginal recruitment. Last year, the ministry hired a First Nations intern and remains committed to developing further internship opportunities for Aboriginal youth within the organization. The ministry is working to improve competencies and hiring criteria to develop a more effective process for attracting skilled and qualified Aboriginal employees.

EXECUTIVE COMMITMENT TO MULTICULTURALISM CONTINUED...

British Columbia, Canada, and the First Nations Leadership Council signed the Transformative Change Accord in 2005 to close gaps in economic opportunities, education, health care, and housing separating Aboriginal citizens from other British Columbians by 2015. Increased understanding and appreciation of Aboriginal cultures, languages, history and world views will support the achievement of this goal.



"The ministry works to realize the New Relationship and its support for indigenous multiculturalism through building an internal culture that celebrates and recognizes Aboriginal peoples."

Ministry of Advanced Education

■ Initiatives

- The Community Adult Literacy Program supports partnerships to deliver literacy programs and services to Aboriginal adults and recent adult immigrants, to help meet their education and employment goals.
- The Ministry of Advanced Education (AVED) organized and hosted the Council of Ministers of Education, Canada's June 2006 Canada forum on adult literacy at the University of Northern British Columbia, Prince George, where common solutions to low literacy skills among 40 per cent of adult learners (including Aboriginal people and immigrants) were discussed.
- AVED provided funding to support English as a second language and adult basic education programs delivered by public post-secondary institutions to help adults meet their education and employment goals.
- The Aboriginal post-secondary education strategy outlines initiatives with a goal to improve Aboriginal education outcomes to be comparable to those of non-Aboriginal learners.
- AVED manages a number of programs for Aboriginal learners such as three-year Aboriginal service plans and Aboriginal scholarships. Public post-secondary institutions receive funding through the Aboriginal special projects fund to develop and deliver culturally sensitive programming and support services that reflect the cultural characteristics of its Aboriginal students, community, and traditions.
- The International credential evaluation service assesses credentials obtained in other countries to determine their equivalency with British Columbia credentials. This evaluation enables students from around the world to pursue their higher learning goals in British Columbia.

MANDATE

AVED provides leadership in delivering excellent, accessible post-secondary education for learners, enabling an integrated and dynamic approach to research and innovation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

AVED welcomes and values diversity in the workplace and encourages the ministry's key values of respect, integrity, balance, learning and excellence to be modeled in our daily interactions with all members of the ministry, our students/learners and our partner institutions.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

A strategic objective of AVED is to sustain efforts to develop a workforce that reflects the diversity of the British Columbia population. This is provided through training opportunities, and a welcoming, diverse work environment. AVED works closely with the BC Public Service Agency to access outreach programs. The Governance, Legislation, and Intergovernmental Relations Branch ensures that policies and legislation are consistent with principles and objectives of multiculturalism.

Ministry of Agriculture and Lands

■ Initiatives

- Information on programs and services are available in print and increasingly in electronic form to maximize access to the widest possible range of clients.
- In response to the needs of their communities, the ministry develops plain-English publications and, where appropriate, translations of fact sheets and newsletters into other languages to ensure clear understanding and access to technical information.
- First Nations: The ministry provided direct and indirect support to increase First Nations involvement in both agriculture and aquaculture. The ministry is also seeking new and collaborative approaches to meet its First Nations consultation and accommodation responsibilities.
- Youth: The ministry continued its long-standing involvement with the 4-H movement in educating young people from all cultures toward successful entrepreneurship and leadership roles in their communities as adults.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Distribution of materials promoting diversity (such as the 2007 multifaith calendar).
- Provide training opportunities for staff to build understanding and appreciation of cultural diversity and the elimination of discrimination and racism.
- Open all job postings to out-of-service candidates and ensure recruitment practices consider merit based on qualifications, experience and expertise regardless of ethnicity, culture or disabilities.
- The human resource management plan recognizes the importance of a welcoming workplace and acknowledges the ministry's workforce does not currently reflect British Columbia's diverse population.

MANDATE

The mandate of the ministry is to enhance the economic development and environmental sustainability of the agriculture and food sectors and Crown land, while delivering safe, high quality products for the enjoyment and well-being of British Columbia's citizens.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Agriculture and Lands maintained its commitment to multiculturalism by ensuring government policies on multiculturalism are made available to staff in conducting programs.
- The ministry distributes materials promoting diversity, and offers training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity and the elimination of racism.
- The ministry solicits input from its client communities to ensure that the programs and services offered were responsive to their specific needs.
- The first value in the ministry service plan is people - we value the health and well-being of our people. We treat each other with respect, dignity and value individual and cultural differences.

Ministry of Attorney General

and Minister Responsible for Multiculturalism

■ Initiatives

HUMAN RIGHTS INITIATIVES

The ministry funds a Human Rights Clinic to provide advice, advocacy services, and legal representation to eligible individuals who require assistance in filing or responding to a complaint under the B.C. *Human Rights Code*. The *Human Rights Code* protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of race, colour, ancestry, place of origin, and religion (as well as age, marital status, family status, physical or mental disability, sex, and sexual orientation).

In addition to its ongoing efforts to promote multiculturalism by assisting individuals with complaints of discrimination based on race, colour, ancestry, place of origin, and religion, the Human Rights Clinic (specifically, the B.C. Human Rights Coalition) receives funding to deliver an educational program about rights and obligations under the *Human Rights Code*. The coalition's education program includes seminars and workshops for various ethnic and cultural groups and immigrant-serving agencies, as well as employers, trade unions, and other employer, employee, and community groups.

The coalition's education program relies heavily on the ministry's human rights information sheets, which provide plain-language information about human rights protection in British Columbia. Racial Discrimination and Information for Employers are of particular importance in the multicultural context. In March 2007, the information sheets were updated and, for the first time, translated into Chinese and Punjabi. These information sheets are also available, in both languages, on the ministry's human rights protection website.

From a broader perspective, on an ongoing basis, as a member of the continuing committee of officials on human rights, the ministry reports on British Columbia's compliance with United Nations human rights treaties such as the International Convention on the Elimination of All Forms of Racial Discrimination, and participates in federal-provincial-territorial discussions concerning the extent to which Canada may become a signatory to other instruments.

CRIMINAL JUSTICE BRANCH

British Columbia's Hate Crime Team continued its work against hate crime in the province over the last year, training law enforcement personnel, building on its community-based approach to addressing racism and hate, assisting police in investigating and laying charges in hate crime cases. In its Hate on the Internet, the federal Department of Justice lauded the team for having the best model in Canada for fighting hate on the Internet. The team's expert prosecutor lectured in Manitoba and Ontario and appeared in Ontario police videos on hate crime.

Continued >>

MANDATE

The Ministry of Attorney General and Minister Responsible for Multiculturalism has overall responsibility for the administration of justice in British Columbia, as well as for the delivery of settlement, adaptation and language services to immigrants, multiculturalism and anti-racism initiatives. The Attorney General has a constitutional and statutory role as the government's lawyer, providing legal advice, representing the government in litigation and drafting legislation. Thus, the Attorney General has a unique role in government to ensure that public affairs are administered in accordance with the law, including ensuring that government operations conform to non-discrimination provisions of the Charter of Rights and Freedoms and the *Human Rights Code*. The Attorney General is also the Minister responsible for human rights in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Attorney General works continuously to update and improve ministry programs to ensure they are delivered equitably and in a way that reflects multicultural sensitivity and ensures compliance with the Charter of Rights and Freedoms and the *Human Rights Code*. The ministry's executive leads the ministry in the commitment to multiculturalism, as appropriate. This year, the ministry has explored opportunities to provide dedicated internships for Aboriginal students and to increase its outreach to Aboriginal law students.

Ministry of Attorney General and Minister Responsible for Multiculturalism

Continued >>

JUSTICE SERVICES BRANCH

The Justice Services Branch provides core funding to the Legal Services Society, Law Courts Education Society and the People's Law School to deliver public legal education and information (PLEI). A significant number of materials have been translated into a variety of languages, including: Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. PLEI is also provided through ethnocultural media outlets, such as radio and newspapers. A number of PLEI programs have been tailored for First Nations audiences.

Justice Services Branch's Child Protection Mediation Program provides brochures in Chinese, Farsi, French, Korean, Punjabi, Spanish, Tagalog and Vietnamese. In addition, Justice Services Branch's Parenting After Separation program (a free, three-hour program to inform parents about the effect of divorce and separation on their children) is offered in Cantonese, Mandarin, Punjabi and Hindi in various locations in Vancouver and Surrey. A handbook for parents is available in Chinese, French and Punjabi.

COURT SERVICES

All Sheriff Services staff receive training in cultural sensitivity as part of their regular training program. Special native ceremonies are sometimes conducted at courthouses, including blessing ceremonies and Native Healing Circles. There are initiatives for court administration staff that include cultural diversity training. Court interpreters provide services in 74 languages.

MULTICULTURALISM AND IMMIGRATION BRANCH

In 2006/07, under the British Columbia Anti-racism and Multiculturalism Program (BCAMP), a total of 61 projects across the province were funded to promote multiculturalism and to prevent and eliminate racism. With a focus on various audiences and sectors (such as youth and businesses), projects included: multimedia initiatives, videos, educational materials, workshops, resources, and community-wide events. One example of a project involved the delivery of workshops by the First Nations education steering committee (FNESC) to seven communities across the province. The workshops provided participants with knowledge of racism facing Aboriginal students, and strategies that can be used to prevent discrimination and create schools and communities that welcome diversity.

In November 2006, the federal and provincial governments announced an additional \$71.5 million in funding for British Columbia settlement services for immigrants and refugees. In response to this announcement, the ministry has consulted with stakeholders and other ministries to identify service needs and is planning new and expanded services.

In addition, British Columbia received \$1.57 million in new funding to foster more inclusive and welcoming communities under the Canada Action Plan Against Racism (CAPAR). The notional concept of welcoming communities is one where communities in British Columbia support the arrival, adaptation and integration of new immigrants, are accepting of cultural diversity, and facilitate new immigrants to fully participate and integrate into daily life.

The new federal increase to BCAMP also resulted in existing and new initiatives

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Cultural diversity continues to increase as a valuable asset to British Columbia's economy and social fabric, and the Multiculturalism and Immigration Branch took a leadership role in maximizing community-based and public sector growth potential. The branch stewarded organizational development, supported anti-racism programs, and enhanced private-sector growth through the promotion of one of British Columbia's most marketable assets – our increasing diversity. This was achieved through partnerships with regional and Aboriginal communities, ministries, Crown corporations, non-government organizations, federal and municipal governments, and the private sector.

“Special native ceremonies are sometimes conducted at courthouses, including blessing ceremonies and Native Healing Circles.”

Ministry of Attorney General and Minister Responsible for Multiculturalism

Continued >>

being supported for the remainder of fiscal 2006/07 to enhance community capacity and to sustain work in multiculturalism and anti-racism that creates welcoming and inclusive communities. The BCAMP grants program was enhanced, valued at \$140,000, and included: 18 grants to the communities involved in the critical incident response model (a network to sustain protocol and partnership development); 14 grants to agencies in the Lower Mainland, Fraser Valley, and Greater Victoria; and 24 grants to agencies in the rest of British Columbia. Examples of projects include: youth-led training to explore concepts of race; a multicultural resource guide for community service providers; and a documentary on youth opinions and experiences of racism.

Other examples of initiatives to develop community capacity include the development of a collaborative consortium model – an enabling mechanism defined as a formal working partnership amongst community stakeholders that allows the group to undertake an enterprise beyond the resources of any one member, while drawing on the group's combined assets. Under this model, the consortium, by consensus, identifies a lead agency to be responsible for the delivery of an intended project. Two provincewide consortiums were supported to begin a first phase in 2006/07: the Affiliation of Multicultural Societies and Service Agencies of British Columbia's (AMSSA) Safe Harbour initiative, which engages municipalities, businesses and agencies in promoting cultural diversity and eliminating racism, and Fraser North Community Volunteer Connections' Culturally Welcoming Volunteer Program, which focuses on cultural capacity building in the volunteer sector by valuing the contribution of new Canadian volunteers; enhancing access to volunteer opportunities; and increasing Canadian presence in mainstream voluntary organizations.

With the experience of pilot dialogues held in Vancouver and Kamloops, the need was identified to have ongoing dialogues in this subject area to sustain and build capacity. An additional dialogue was held in Prince Rupert that engaged participants on the question of if Prince Rupert were a truly multicultural city, what would it look like? As well, training was provided to 28 CIRM community representatives on the dialogic model and process. This followed with the CIRM communities submitting expressions of interest to plan and host dialogue events in their own community. Thirteen communities identified potential interest in hosting a dialogue event.

Ten communities were engaged in the CIRM, a three-year, three-step process for communities to build capacity and formal community protocols to respond effectively to racism and hate activity. The following communities entered the model at various steps: 100 Mile House, Chetwynd, Courtenay, Langley, Kitimat, Powell River, Smithers, Duncan, Vanderhoof, and Williams Lake. Some examples of projects delivered by these communities include partnership building with diverse groups through forums and public awareness events, an educational video on racism developed by youth, and the development of a strategy to address racism and stereotypes in the media. The annual CIRM chairs' meeting was held in November 2006, which provided community representatives for further training and networking. As well, a full process evaluation of the CIRM was completed to assess the efficiency of the model. The branch, will address key issues that have been identified through several of the new

"Ten communities were engaged in the critical incident response model (CIRM), a three-year, three-step process for communities to build capacity and formal community protocols to respond effectively to racism and hate activity."

Ministry of Attorney General and Minister Responsible for Multiculturalism

Continued >>

innovative initiatives.

Along with the Ministry of Health, the branch also provided funding to AMSSA to support its third annual multicultural health fair in the Lower Mainland. The purpose of this fair is to promote healthy living among British Columbia's multicultural communities and to help raise awareness and provide culturally responsive, multilingual health information to recent immigrants.

Secretariat support was provided to the Multicultural Advisory Council, which advises the Minister on issues related to multiculturalism and anti-racism.

The council communicated its priorities to the Attorney General, including:

- further engagement of Aboriginal communities around the dialogue on multiculturalism;
- ongoing support for the provincial anti-racism and multiculturalism program;
- involvement of youth and schools in the areas of multiculturalism;
- highlight the advantages of cultural diversity during the 2010 Olympic and Paralympic Winter Games; and,
- promote and champion the values of cultural diversity.

A promotional and marketing DVD, British Columbia: Canada's Pacific Gateway, was developed showcasing the best of British Columbia and the advantages of selecting to live, work, study and invest in a vibrant, economically prosperous and culturally diverse province.

A regional immigration resources website was launched in September 2006, supporting initiatives that encourage immigration to smaller communities, jointly funded with the federal government. The concept of creating and sustaining welcoming communities, where the benefits of cultural diversity are promoted, is a key element of the regional immigration initiative.

A series of consultations were held in communities with well-established Francophone populations to increase awareness of the Province's interest in Francophone immigration. A specialized recruitment mission was facilitated to assist the City of Kelowna in securing skilled workers from France for their aviation industry. These efforts support the development of diverse and economically vibrant communities and lead to the development of local initiatives to welcome and retain culturally diverse newcomers.

The branch initiated a new immigration portal project. In 2006/07, this multi-year project included a revisioning and revitalization of the multicultural content on the website: <http://www.ag.gov.bc.ca/immigration/index.htm>.

The branch has developed a new initiative in support of ActNow BC to encourage immigrant and multicultural communities to actively engage in community-based recreational activities. The project also addresses the additional barriers newcomers face in adjusting to new diets and available foods. The two-year initiative has been designed to encourage better health outcomes for British Columbia's immigrant and multicultural communities.

The branch is an active participant, and has taken the role of corporate leadership in the cross-ministry multilingual service delivery committee, a project through ServiceBC's 211 initiative.

The branch also acquired Statistics Canada's ethnic diversity survey public use microdata file and conducted preliminary analysis of data related to a sense of belonging, participation in society and discrimination.

"The branch has developed a new initiative in support of ActNow BC to encourage immigrant and multicultural communities to actively engage in community-based recreational activities."



Ministry of Children and Family Development

■ Initiatives

Some provincial, office-led initiatives include:

- Clients of the Child Care Subsidy program have access to telephone interpreter services. This service provides interpretation to over 140 languages.
- With the assistance of the Ministry of Attorney General, the Child Care Subsidy program has entered into an agreement to have immigrant and settlement agencies act as community partners in the delivery of the Child Care Subsidy program. These 46 agencies, share and circulate information to parents and providers, assist parents in applying for the program and provide interpretation and translation services.
- A youth custody centre has a designated a contact to promote awareness of other cultural groups, to provide sensitive services to youth and family members and to access related community resources.
- All three youth custody centres have Aboriginal liaison workers to promote understanding of Aboriginal culture and issues with youth, staff and others. In addition, Aboriginal elders and mentors regularly visit all centres to support youth and their families.
- The ministry intends to apply the Aboriginal cultural lens to its contracting practices and support the Aboriginal community to achieve its goal of providing services to Aboriginal children and families.

The ministry is organized into five regions. The following are a sample of the multitude of initiatives carried out in the regions over the past two years.

FRASER REGION

- Aboriginal cultural awareness training.
- Aboriginal youth justice forum.
- Aboriginal Mediation Program - Provides culturally sensitive mediation for MCFD clients.
- 7th Annual National First Nation Child and Family Services Conference.
- Aboriginal Child and Youth Mental Health Plan (CYMH) - Designed to provide Aboriginal CYMH services that are relevant to Aboriginal people by respecting Aboriginal tradition and way of life and including Aboriginal people in service delivery.
- Contract for clinical mental health services to children and youth, to increase the connection between families from various ethnocultural backgrounds and mental health services provided in the community and by ministry CYMH teams.
- Multicultural family support workers provide counselling, as well as referrals from child protection social workers such as family violence.
- A program to provide clinical counselling to immigrant families in the appropriate language and within the appropriate cultural value system.
- Multicultural Youth Entry Project - Assists positive development in immigrant youth, who are identified as at risk.
- Contract to provide Farsi-speaking youth and family counsellors to

Continued >>

MANDATE

The Ministry of Children and Family Development's mandate is to establish an integrated system of services designed to meet the needs of children, youth and their families. This continuum of services encompasses all of the ministry's programs, including early childhood development, child care, children and youth with special needs, residential and foster care, adoption, children and youth mental health (CYMH), youth justice, and youth services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry Service Plan Goals

The ministry's four goals are:

1. The identification and strengthening of effective services for children, youth, families and communities in British Columbia within a strengths-based, developmental approach.
2. The ministry supports Aboriginal people to design regional models and implement services for Aboriginal children, youth, families and communities.
3. A fully regionalized model of service delivery.
4. Transform the Ministry of Children and Family Development as an organization to support goals 1, 2, and 3.

MCFD is committed to building a stronger and healthier relationship between government and Aboriginal people and to narrow the gap between Aboriginal people and other British Columbians. As a part of this important work, the ministry is supporting Aboriginal people in developing their own governance models for service delivery.

Ministry of Children and Family Development

Continued >>

establish connections with Iranian youth and their families, as well as outreach to schools and community.

- Contracts to provide supervised visitation services with Indo-Canadian staff to MCFD clients.
- Funding for a Parents and Tots Drop in Program, that supports visible minority families in the use of mobile lending library for the multicultural Family Resource Centre.
- A range of contracted ECD services, such as Nobody's Perfect and Mother Goose, that are culturally and linguistically targeted to the Korean, Chinese and Persian communities.
- West Heights Daycare - A partnership between the local school district and MCFD to provide English as a second language daycare and after-school care, at West Heights Elementary School.
- Regional multicultural committee is to develop a regional multicultural plan that will address practices in staff hiring, service delivery, as well as with contracted community service agencies.

VANCOUVER ISLAND REGION

- Cultural awareness training for staff.
- Leaders and staff from Aboriginal delegated agency to participate in the planning and development of regional learning events.
- The region created a Vancouver Island regional DVD that will be presented at a leadership forum in 2007, showcasing each community (geography, people/teams, offices, activities). The DVD includes the Aboriginal agencies and offers some pictures of cultural activities (dance, canoeing, potlatch, homecoming ceremony). This culturally inclusive production will be updated every year.

INTERIOR REGION

- Cultural awareness training for child protection staff.
- Aboriginal cultural sensitivity for CMYH staff.
- Aboriginal family development session - Sessions to provide family development response approach that is sensitive to Aboriginal culture.
- Aboriginal cultural planning - Sessions to assist social workers to create plans of care that are culturally focused for children.
- Regional youth justice forum - This event had a focus on how to provide a program for youth to consider Aboriginal culture. Aboriginal youth attended this forum to assist with providing input on how to deliver a program to address their cultural needs.
- Parenting children from other cultures workshops for adoptive parents of children from other cultures.
- Program information pamphlets and language interpretive service for families who need services in other languages.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

1. Legislation requires children's Aboriginal and/or cultural identity be preserved and that they receive guidance and encouragement to maintain their cultural heritage.
2. Policy and standards require staff to respect the views, cultural and ethnic heritage, socioeconomic circumstances, spiritual beliefs and identity of the child, family and extended family, support the child in understanding and cultivating their heritage, spiritual beliefs and identity, and consult and involve the family's cultural or ethnic community, as identified by the child and family, in the planning and delivery of services.
3. Provide interpreters for families and/or children in care.
4. Provide services in the native language of a family whenever possible.
5. Publish brochures and pamphlets in nine different languages.
6. Adoption awareness and recruitment campaigns specifically designed for a variety of cultural communities.
7. Foster parent awareness and recruitment campaigns specifically designed for a variety of cultural communities.
8. Multicultural dinners during foster parent appreciation month.
9. Providing cultural awareness training to staff to promote culturally appropriate service delivery to Aboriginal children, youth and families.
10. Working co-operatively and collaboratively with Aboriginal leaders and regional planning committees to plan and implement the transfer of responsibility for Aboriginal service delivery to community-based governance structures.
11. Staffing efforts to hire persons of Aboriginal heritage.

Ministry of Children and Family Development

Continued >>

VANCOUVER COASTAL REGION

- Supported 36 staff to attend the conference: Learning From Our Past, Present and Future: Aboriginal Best Practices Conference on May 17-19, 2006.
- Multifaith advisory table in Richmond, which works with the Ministry to develop strategies to support children and families.
- Building Blocks - A joint initiative with MOSAIC, Vancouver Coastal Health and MCFD to provide an early intervention, home visiting program for first time parent(s). Services are offered in seven languages.
- Men in Change - Counselling and education for immigrant men who have or are at risk of committing domestic violence.
- Family support services for Chinese Canadian families living in Vancouver, including services to children who have parents with mental health issues.
- Five days of cultural awareness workshops for various cultures.

NORTH REGION

- Aboriginal cultural awareness training for the regional leadership team, management team and some staff.
- Experiential cultural training regional leadership team.
- Conference on integrated case management, which included ministry employees and agency staff, representing a diverse population of providers (cultural and Aboriginal representatives).
- Welcoming home camps.



Ministry of Community Services

and Minister Responsible for Seniors' and Women's Issues

Initiatives

- Through the BladeRunners program, the ministry has collaborated with the private sector to secure training and jobs in the construction industry for at-risk youth who are mostly from inner-city communities. In 2006/07, the ministry established targets for visible minority participation in the program. Over half of all program participants are Aboriginal. In 2006/07, 171 BladeRunner participants have moved into employment.
- The Aging Well in British Columbia report from the Premier's Council on Aging and Seniors' Issues acknowledged the increasing diversity of the province's older population and recommended that government work to ensure the cultural appropriateness of services for older adults.
- The government is working to ensure that the Action Plan for Aging Well in British Columbia is inclusive of the diverse program, service and access needs of British Columbia's multicultural and immigrant seniors.
- The Local Government Department provided funding to the Community to Community Forum Program, which is jointly administered by the Union of British Columbia Municipalities (UBCM) and the First Nations Summit (FNS). The program provides financial and in-kind assistance to promote and support relationship-building activities between local governments and First Nations. Activities include holding meetings between elected officials of First Nations and local governments on any topic of mutual interest or concern, such as economic development, servicing and land use planning. These meetings provide considerable opportunity for cross-cultural understanding and awareness and the development of formal agreements. In 2006/07, the program supported a provincewide forum and 42 regional forums. The ministry's contribution to the program was \$50,000. In addition, the ministry provided \$15,000 for UBCM and FNS to produce a guide to capture the experiences and successes of local governments and First Nations that have held forums.
- The ministry has worked to increase the capacity of government and communities to address issues facing inner cities in British Columbia. Previously, this had been carried out through urban development agreements (UDAs) that involved the federal, provincial and local governments, communities and the private sector to promote and support sustainable economic, social and community development. In 2006, the federal Department of Western Economic Diversification reviewed its priorities and shifted its approach to urban development agreements. Although not yet fully defined, the multi-sectorial approach to UDAs, which had included a focus on several fronts (for example, economic development, health, crime) will now shift to a focus on economic development. Regardless of the shift in the federal government approach, the ministry continues to work through a partnership process with a number of British Columbia communities on urban development issues, including with the cities of Vancouver, Victoria and Surrey, to address urban challenges using an approach that is inclusive of the diversity of the community.
- The Ministry of Community Services is partnering with the Ministry of Tourism, Sports and the Arts to provide \$20 million to create or improve outdoor public meeting and celebration spaces, such as traditional town squares or community commons. These "BC Spirit Squares" will help ensure

MANDATE

The mission of the Ministry of Community Services and the Minister Responsible for Seniors' and Women's Issues is to promote sustainable, livable communities that provide healthy and safe places for British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated throughout the ministry in every aspect of program development and service delivery.

Continued >>

Ministry of Community Services

and Minister Responsible for Seniors' and Women's Issues

Continued >>

our public gathering places reflect each community's unique character, heritage and cultural diversity. One of the project criteria is multicultural linkages.

- In partnership with Indian and Northern Affairs Canada, the ministry has spearheaded a broad-based, smart planning initiative. It is encouraging the development of partnerships within government and beyond to support the growth of community sustainability planning throughout the province over the longterm. Smart planning encourages communities to take a fresh look at their future and encourages innovative planning approaches that consider the environmental, social and cultural sustainability of the community.
- The ministry co-ordinated the provincial role in the World Urban Forum (June 19 -23, 2006). One of the three sub-themes of the forum was social inclusion and cohesion. The province helped deliver two workshops at the forum supporting this theme: Social Cohesion: Ensuring the Inclusion of Immigrants and Other Newcomers (highlighting the City of Vancouver's social cohesion successes) and Urban Aboriginal Diversity: Supporting Communities. The ministry also provided funding for the Earth World Urban Festival, the official arts and cultural event of the World Urban Forum that featured multicultural performances, exhibitions and workshops. As well, the ministry provided funding for the World Youth Forum held June 16-18. This funding ensured youth from across British Columbia (including Aboriginal youth) were able to participate in the event.
- The Ministry of Community Services continues to fund 13 multicultural outreach services in 10 communities for women who have experienced violence and for whom English is not their first language. Service is provided in 20 different languages.
- The Community Guide for Preventing Violence Against Women highlights the projects and best practices of 52 organizations to prevent violence against women and enhance women's safety in communities. Almost half of the grant funding addressed violence in Aboriginal communities, and approximately one-fifth went to immigrant and visible minority organizations.
- Partners in Prevention grants support projects that prevent violence against women and girls by focusing on the attitudes and behaviors that lead to violence. One of the nine projects involves the South Asian community in the Fraser Valley and Lower Mainland. Approximately one-third work with Aboriginal communities.
- The Minister hosted two dialogues with women, to discuss emerging trends and key issues affecting Aboriginal women, and to hear about issues of importance to women in British Columbia.
- Immigrant women are served through the empowered to work mentoring initiative. Thirty per cent of the participants in the YWCA's Connect to Success project were immigrant women.

"The Ministry of Community Services continues to fund 13 multicultural outreach services in 10 communities for women who have experienced violence and for whom English is not their first language. Service is provided in 20 different languages."

Ministry of Economic Development

including BC 2010 Olympic & Paralympic Winter Games Secretariat

■ Initiatives

The ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising, and media relations.

The ministry is responsible for development of the Asia-Pacific Initiative, to help maximize commerce within the region to the benefit of all British Columbians and Canadians. An Asia-Pacific Trade Council has been established through the ministry to advise government on ways to help leverage the province's unique gateway location. As well, the ministry has established an Asia Pacific Initiatives Branch.

A key part of the ministry's mandate is to host incoming international trade and investment delegations and to plan outgoing trade and investment missions. As part of these initiatives, the ministry works with all multicultural groups in British Columbia to ensure that incoming delegations recognize that one of our greatest competitive advantages is the cosmopolitan nature of our province. Outgoing trade and investment missions also highlight the cultural diversity of British Columbia and the economic opportunities that diversity generates.

The ministry also has responsibility for economic immigration and through initiatives such as the Provincial Nominee Program, Skills Connect, and the International Qualifications Program, government is helping to encourage qualified foreign business people to visit British Columbia and provide assistance to those who wish to immigrate and to resettle here successfully.

As part of its mandate, the BC Secretariat and the four host First Nations are active partners in the planning and hosting of the Games, ensuring that their traditions and practices are acknowledged and respected. BC Secretariat staff maintain regular contact with the Settlement and Multiculturalism Division of the Ministry of Attorney General. This has included discussing development of a multicultural theme around the 2010 Games (part of a cultural diversity strategy).

MANDATE

The Ministry of Economic Development is the primary provincial agency responsible for initiatives and programs dedicated to creating a strong provincial economy in British Columbia. Activities within the ministry are focused on building a competitive business environment that gives the private sector confidence to invest, generate opportunities, and create jobs throughout British Columbia.

The BC 2010 Olympic & Paralympic Winter Games Secretariat is the provincial agency responsible for overseeing British Columbia's Olympic and Paralympic financial commitments and ensuring British Columbia's Olympic vision is achieved.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry executive supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. Employment policies support a work environment free of discrimination, where employees and clients are treated with respect and dignity. The ministry continues to support staff activities that promote awareness of diversity and multiculturalism.

The BC Secretariat is responsible for providing co-ordination and oversight within the provincial government to ensure the province meets its service commitments. The BC Secretariat also has a key role in ensuring the sustainable economic, cultural, sport and social opportunities associated with hosting an Olympic event are identified early and realized before, during and after the 2010 Winter Games, and evolve into enduring legacies for communities and businesses around the province.

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Ministry of Economic Development

including BC 2010 Olympic & Paralympic Winter Games Secretariat



EXECUTIVE COMMITMENT TO MULTICULTURALISM CONTINUED...

The BC Secretariat also ensures the Vancouver Organizing Committee (VANOC) meets their financial infrastructure and service commitments, including those under the multiparty agreement. This includes specific reference to VANOC ensuring that "any cultural program or events associated with the Games will reflect the cultural diversity of Canada, British Columbia, the City of Vancouver and the Resort Municipality of Whistler."

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry strives to increase the promotion of British Columbia as a destination of choice for new investment and business by marketing British Columbia to entrepreneurial immigrants and promoting and supporting incoming and outgoing trade and investment missions.

"As part of its mandate, the BC Secretariat and the four host First Nations are active partners in the planning and hosting of the Games, ensuring that their traditions and practices are acknowledged and respected."

Ministry of Education

■ Initiatives

- Safe, caring and orderly schools.
- Diversity in British Columbia schools.
- Ready, Set, Learn.
- English as a second language (ESL) funding and accountability.
- Aboriginal education funding, accountability, and education enhancement agreements.
- Language curriculum development.

2006/07

- The ministry announced an increase in ESL per pupil funding from \$1,100 to \$1,174.
- Funding for Aboriginal students will increase by an estimated \$3 million.
- In addition to the language curricula developed by the ministry (American Sign Language, core French, German, Japanese, Mandarin Chinese, Punjabi and Spanish), additional languages may receive provincial status through development of curriculum using the languages template development package process. Languages that have recently received approval via this process are Arabic, Italian and Korean, as well as eight First Nations languages.
- The ministry updated Shared Learnings: Integrating British Columbia Aboriginal Content K-10 - a learning resource guide that helps bring Aboriginal history and culture into the classroom.
- The Province passed Bill 22, the Education Statutes Amendment Act, requiring all British Columbia school boards to establish codes of conduct for students in their districts to help prevent bullying and harassment.
- The ministry is working on the development of a Social Justice 12 course.

MANDATE

The ministry's vision is to make British Columbia the best-educated, most literate jurisdiction on the continent. The ministry provides leadership and funding, develops policy and legislation, oversees system governance, sets results-based standards, develops accountability frameworks, monitors performance and reports results for the K-12 education system. Government expanded the mandate of the Ministry of Education in 2005 to include literacy, early learning and public libraries.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The School Act articulates the purpose of the British Columbia school system: to enable all learners to develop their individual potential and to acquire the knowledge, skills and attitudes needed to contribute to a healthy, democratic and pluralistic society and a prosperous and sustainable economy.

To achieve this purpose, the school system must strive to ensure that differences among learners do not impede their participation in school, their mastery of learning outcomes, or their ability to become contributing members of society.

The school system is expected to promote values expressed in the Constitution Act, the Charter of Rights and Freedoms, the Official Languages Act, the Multiculturalism Act, the B.C. *Human Rights Code*, the Employment Equity Act and the School Act, respecting the rights of all individuals in accordance with the law.

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Ministry of Education

Continued >>

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Diversity in B.C. Schools: A Framework

www.bced.gov.bc.ca/diversity/diversity_framework.pdf

English as a second language policy (1999)

www.bced.gov.bc.ca/esl

English as a second language standards (2001)

www.bced.gov.bc.ca/esl/standards.pdf

British Columbia performance standards for social responsibility (2001)

www.bced.gov.bc.ca/perf_stands

Safe, Caring and Orderly Schools: A Guide (2004)

www.bced.gov.bc.ca/sco

Funding: English as a second language

www.bced.gov.bc.ca/policy/policies/funding_esl.htm

Funding: Aboriginal education

www.bced.gov.bc.ca/policy/policies/funding_abed.htm

Accountability mechanisms: Accountability contracts, annual school plans, foundation skills assessment results, satisfaction surveys

www.gov.bc.ca/bced

Aboriginal Education Enhancements Branch

www.bced.gov.bc.ca/abed

Aboriginal education enhancement agreements

www.bced.gov.bc.ca/abed/agreements

Language education policy: Designed to be an integral part of the kindergarten to grade 12 education plan and to recognize the official languages of Canada and the growing number of other languages spoken by British Columbians

www.bced.gov.bc.ca/policy/policies/language_educ.htm

EXECUTIVE COMMITMENT TO MULTICULTURALISM CONTINUED...

The school system therefore strives to create and maintain conditions that foster success for all students and that promote fair and equitable treatment for all. These conditions include:

- equitable access to and equitable participation in quality education for all students;
- school cultures that value diversity and respond to the diverse social and cultural needs of the communities they serve;
- school cultures that promote understanding of others and respect for all;
- learning and working environments that are safe and welcoming, and free from discrimination, harassment and violence;
- decision-making processes that give a voice to all members of the school community; and
- policies and practices that promote fair and equitable treatment.

Ministry of Employment and Income Assistance

■ Initiatives

For the fifth consecutive year, the ministry approved a Human Resources and Social Development Canada transfer request (\$3 million in 2006/07) to the Aboriginal human resources development agreement holders of British Columbia labour market development agreement.

The ministry provides supports for persons in need, including the following programs:

APPLYING FOR BRITISH COLUMBIA EMPLOYMENT AND ASSISTANCE

Online web orientation for new applicants is available in 12 languages and, for non-literate clients. English and translated versions are available in audio.

BRITISH COLUMBIA EMPLOYMENT PROGRAM

This program has the flexibility to provide specialized support to multicultural clients. Additionally, there is an English as a second language/immigrant bundle which serves Vancouver Coastal and Fraser, specifically designed for this population.

BRIDGING EMPLOYMENT PROGRAM

Assists women who face barriers to employment due to language or culture.

COMMUNITY ASSISTANCE PROGRAM

Provides more barriered individuals with the opportunity to enhance their quality of life and participate more fully in their community. Included in the desirable life skills is English as a second language services.

DIRECT PURCHASE PROGRAM

Where other employment programs are not available, staff may purchase services for clients who have barriers to employment. Included in these services are English as a second language services.

MANDATE

The mission of the Ministry of Employment and Income Assistance is to provide services that move people toward sustainable employment and assist individuals and families in need.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry continues to provide services that are responsive to the needs of clients and supports initiatives to create a culturally diverse workforce.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry continues to provide new employees with information regarding diversity issues and discrimination prevention. The ministry's service code, guided by organizational values, defines shared expectations as we interact with clients, stakeholders, and each other.

Ministry of Energy, Mines and Petroleum Resources

■ Initiatives

From September through November 2006, the ministry led the development of a Chinese cultural business training and awareness program for the Ministry of Energy, Mines and Petroleum Resources (MEMPR) and Ministry of Economic Development staff who would be working with government and industry representatives in China. The initial focus was the China mining trade mission in November 2006, but the course was also designed to prepare staff for hosting future trade delegations. The ministry also provided protocol training to British Columbia mining companies and associations that went to the China mining congress in November.

MEMPR has worked directly with First Nations communities to build capacity and engage First Nations in resource development in their area. In January 2007, MEMPR facilitated the participation of 67 First Nation representatives from 32 First Nations throughout the province to attend the four-day Mineral Exploration Roundup 2007 mineral exploration conference in Vancouver. As part of the pre-conference event, the ministry also co-ordinated delivery of a First Nations and mining workshop for Aboriginal participants. The Mineral Exploration Roundup 2007 conference is an information and education opportunity for First Nations to learn about recent government initiatives in the mineral sector and mineral exploration in British Columbia.

In March 2007, MEMPR provided the Association for Mineral Exploration British Columbia (AMEBC) with \$100,000 in funding to support First Nation participation in mining conferences and events, including participation at Roundup/Minerals North/Kamloops Exploration Group, and for First Nations and mining special projects, including to support awareness, knowledge and understanding of the mining industry in communities.

MANDATE

The Ministry of Energy, Mines and Petroleum Resources (MEMPR or the Ministry) is tasked with managing the responsible development of British Columbia's energy, mining and petroleum resource sectors.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry is committed to respectful, honest, trustworthy and ethical behaviour in all its communications and actions.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

MEMPR is implementing sound strategies to enhance Aboriginal participation in the oil and gas and mining industries by undertaking economic development initiatives, providing First Nations access to training and education programs, industry forums and increasing capacity for participating in land use decisions.

Community consultation forums conducted to provide input into ministry policies, programs and decisions are designed to welcome and encourage the participation of all interested citizens.

Ministry practice is to encourage employment applications from all qualified candidates regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin.

During 2006, the ministry initiated Chinese cultural awareness training for staff involved in the promotion of mining in China.

Ministry of Environment

■ Initiatives

EFFECTIVE PARTNERSHIPS WITH FIRST NATIONS

- The ministry is committed to developing effective partnerships with First Nations.
- Currently, the ministry is actively supporting and developing parks collaborative management agreements and regional fish and wildlife advisory agreements. The development of these agreements will involve an increasing number of the province's First Nations.
- As part of the review of the Wildlife Act, we are engaging with First Nations to learn their views on how the Wildlife Act can be improved. The Province recognizes that fish and wildlife issues are very important to First Nations people and the Wildlife Act needs to support the New Relationship with First Nations and Aboriginal people. In the spirit of co-operation and the New Relationship, the Province has decided early on to include First Nations in the legislative review and amendment process.

PROVISION OF MULTILINGUAL EXAMS

- To assist agricultural producers for whom English is their second language, the ministry has translated its exams about safe pesticide use into Punjabi, Mandarin, Chinese and Vietnamese.

MANDATE

- The mandate of the Ministry is to protect human health and safety, and maintain and restore the diversity of native species, ecosystems and habitats.
- Through partnerships across government, and with First Nations, the private sector and communities, we work to enhance the protection and stewardship of water and air resources, advance sustainable use of environmental resources, and provide exceptional outdoor park and wildlife services and opportunities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry operates in the spirit of multiculturalism. The Assistant Deputy Minister, Corporate Services Division, is the executive sponsor for multiculturalism and reports to the executive committee on equity and diversity issues and accomplishments.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Provided with executive summaries and reports of demographic information, each division in the ministry is responsible for supporting multiculturalism and related initiatives. The goals and objectives of the Multiculturalism Act are considered in the development of ministry policy, legislation, regulations and intergovernmental activities.
- Ministry employees have participated in all of the following training courses or workshops; building workplace trust, listening, hearing and responding, discrimination prevention, effectiveness in working with people, violence prevention, and various leadership workshops.

Ministry of Finance

■ Initiatives

Ministry employees participated in multicultural training and development workshops including: Aboriginal cultural awareness and discrimination prevention training.

Communications activities in 2006/07 included:

- Chinese and Punjabi translations of the budget consultation paper released in September 2006. The paper encouraged participation in the 2007 budget consultation process, which attracted a record number of responses.
- Chinese and Punjabi translations of the Budget 2007 highlights, which described important new housing initiatives.

The Minister of Finance participated in a series of events for ethnic media, including:

- An editorial board meeting with Fairchild Media Group.
- An information session with Chinese media regarding budget consultations.
- A post-budget availability for Chinese media.
- A post-budget meeting with South Asian business leaders.
- A roundtable session with South Asian media.



Continued >>

MANDATE

The Ministry of Finance plays a key role in establishing, implementing and reviewing government's economic, fiscal and taxation policies and continues to focus on the priorities that will ensure the Province's success in meeting its fiscal objectives and, thereby, supporting the achievement of the Five Great Goals as set out in government's strategic plan. Key financial statutes for which the ministry is administratively responsible include the Financial Administration Act, Budget Transparency and Accountability Act, Balanced Budget and Ministerial Accountability Act and the Financial Information Act. These statutes establish the framework and limits for accounting and financial activity to ensure the right of the public to open and accountable annual budgets and complete disclosure of all the assumptions upon which fiscal forecasts and provincial budgets are based. These statutes also require ministries and Crown corporations to annually release three-year service plans with concrete goals and performance measures, publicly report against those plans each year, prohibit annual deficits commencing with the 2004/05 fiscal year, and require certain Crown corporations and other public bodies to annually publish information on employee remuneration and supplier payments.

Services provided by the ministry include:

- oversight of financial management practices and controls;
- banking, accounting, financial and economic planning and reporting, risk and debt management services;
- policy development for regulating the financial and real estate sectors;
- framework development for government's management of its Crown corporations;
- establish the public sector negotiating framework and ensure compliance during the bargaining process; and
- serve as the Registrar of corporate entities, personal property and manufactured homes.

Ministry of Finance

Continued >>

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Effective during the 2006/07 fiscal year, all permanent ministry positions are posted externally, so that anyone can apply for any posted ministry positions.
- The ministry values being a flexible organization that strives to meet both personal need and corporate requirements, recognizing the diversity of the staff and that "one size fits all" is not effective.
- One of the ministry's core values is respect - to treat those we serve, and each other, with courtesy, fairness, dignity and trust.
- The ministry makes financial and program information available in Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the Minister. The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.
- OneStop Business Registry provides some services in French, in addition to other registries services being available in a number of different languages.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

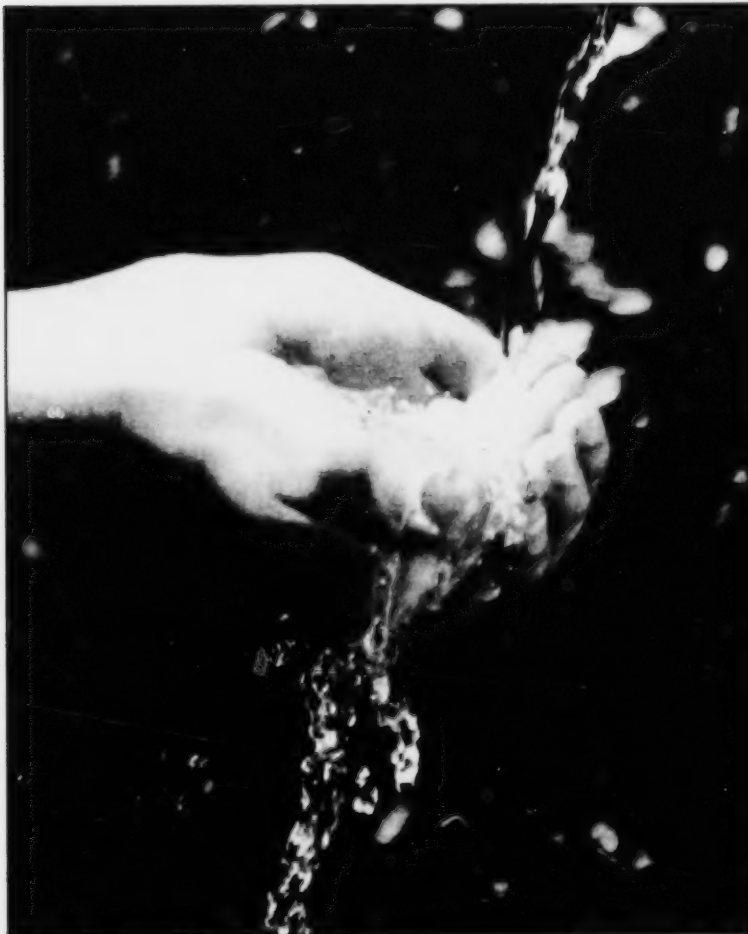
- The ministry is committed to a work environment that is free of discrimination.
- The ministry is committed to ensuring the workplace is accessible and representative of the workforce through hiring practices that are fair and equitable and based on the merit principle.
- The ministry strives to deliver its programs and services in a manner that is fair, equitable, and respectful to all clients and citizens.
- The ministry supports staff activities that promote awareness of diversity and multiculturalism, including training and development activities.

Ministry of Forests and Range

and Minister Responsible for Housing

■ Initiatives

- The ministry recognizes that one of the key strategies to ensuring that we have the right people, with the right skills, at the right place and at the right time – will be to work with multicultural communities. In the fall of 2007, the Ministry of Forests and Range will be revising our corporate strategic HR plan to include comprehensive initiatives aimed at improving our diverse workforce. The ministry is working on specific initiatives that will identify opportunities to increase job opportunities for all British Columbia citizens, including forest sector recruitment campaign involving government, industry, contractors, post-secondary education providers, as well as First Nations communities and working with SUCCESS. To be successful in the future, the ministry needs to reach out and engage with our local communities.
- The ministry also continues to collaborate with First Nations in order to find ways to increase participation in the forest sector.



Continued >>

MANDATE

Since its establishment in 1912, the Ministry of Forests and Range has been mandated to protect and manage the public's forest and range resources. As stewards of these resources, the ministry has the responsibility to ensure that their use to generate economic benefits is balanced with their long-term viability. In support of this, the ministry delivers programs and services through seven core business areas: forest protection; stewardship of forest; compliance and enforcement; pricing and selling; B.C. timber; executive and support services; and forest investment.

The Office of Housing and Construction Standards brings together key areas of government devoted to addressing the broad housing needs of British Columbians. The office is responsible for provincial housing policy, building policy, safety policy, and the Residential Tenancy Branch. In addition, the office has responsibility for several Crown agencies, boards and commissions, including BC Housing, the Homeowner Protection Office, the Building Code Appeal Board and the Safety Standards Appeal Board. With this structure, government's efforts to improve access to safe and stable housing for all British Columbians are integrated and aligned.

Ministry of Forests and Range and Minister Responsible for Housing

Continued >>

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry reviews and evaluates policies, programs and services continuously, to ensure they are fair and equitable, and to ensure they do not impose barriers. Some specific programs in place are: Aboriginal fire crews, Accessibility Handbook, Building Access Handbook, First Nations' Forestry Council, and Assisted Living programs. As well, the Residential Tenancy Branch conducted speaking engagements with the United Chinese Community Enrichment Services Society (SUCCESS) in Mandarin/Cantonese and in Farsi.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

Both the Forest Service and the Office of Housing and Construction Standards executives are committed to creating a work environment that: reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination; and, ensures that there is equal opportunity for full participation and access to all services within the communities they serve.

To ensure integration into the day-to-day operations of the organization, the ministry continues with its strategy that shifts the focus from equity and diversity to one that encompasses all aspects of diversity issues, including multiculturalism, employment equity and human rights.

"The ministry reviews and evaluates policies, programs and services continuously, to ensure they are fair and equitable, and to ensure they do not impose barriers."

Ministry of Health

■ Initiatives

As part of its commitment to quality service, the ministry recognizes the importance of equal access to information, services and programs. Following are some key initiatives to improve multicultural access to health services in British Columbia:

- British Columbia published The First Nations Health Plan: Supporting the Health and Wellness of First Nations in British Columbia in November 2006 to guide the Province's commitment to close the gap in health status between First Nations and other British Columbians. Highlights of the plan include hiring an Aboriginal physician to advise on Aboriginal issues, improving access to primary health care services in Aboriginal health and healing centres, creating an Aboriginal mental health and addictions plan, and building a new \$6.3 million health centre in Lytton.
- The Conversation on Health was launched on Sept. 28, 2007 to document British Columbians' opinions, recommendations and ideas on health, and assist in identifying future steps to strengthen and sustain the province's public health system in accordance with the Canada Health Act. The ministry has actively sought multicultural perspectives through the Conversation on Health. Translated materials with information on how to join the conversation have been distributed throughout multicultural communities; individuals, leaders and organizations in multicultural communities have participated in meetings, presentations and community events; and four specific community meetings have been held with Aboriginal people. The Conversation on Health also welcomes e-mail and letter submissions in various languages and provides translation services in 130 languages on its toll-free phone line.
- The ministry has worked with the UBC Faculty of Medicine to expand medical education programs to include training in Northern British Columbia and on Vancouver Island. The distributed medical programs have a particular interest in Aboriginal health care and serving rural and remote communities. For example, the Northern Medical Program is succeeding in attracting Aboriginal students to medicine, a vital element in ensuring the program is relevant to rural and northern communities. In the first three years, the Northern Medical Program has attracted six Aboriginal students, representing eight per cent of the total number of students in the Northern Medical Program. (In Canada, Aboriginal people make up less than five per cent of the student population in medical schools. See: www.unbc.ca/releases/2007/04_05nmp.html).
- The ministry has also worked to expand the international medical graduate assessment program and triple the number of postgraduate (residency) positions in medical education for international medical graduates to accelerate and expand the assessment and integration of internationally trained health care graduates (see: www.imgbc.med.ubc.ca).
- The ministry's Return to Nursing Fund provides individual funding support for nursing refresher courses to support non-practicing or internationally educated nurses to re-enter the nursing workforce in British Columbia. This includes funding for English language courses.

MANDATE

The Ministry of Health is responsible for guiding and enhancing British Columbia's health system to ensure British Columbians are supported in their efforts to maintain and improve their health. Good health is critical to overall well-being as it helps people enjoy their lives to the fullest, take advantage of education and employment opportunities and participate fully in society and the economy. At some point, virtually every British Columbian will access health services and, for this reason, the health system is one of British Columbia's most valued social programs.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Health is committed to building a sustainable, patient-centred and publicly funded health system that focuses on the needs of all British Columbians. The ministry is dedicated to promoting health practices and policies that reflect and respect the diversity of British Columbia. Our values support this vision and define our organizational behaviour:

- Citizen and patient focus which respects the needs and diversity of all British Columbians.
- Equity of access and in the quality of services delivered by government.
- Access for all to quality health services.
- Effectiveness of delivery and treatment leading to appropriate outcomes.
- Efficiency, providing quality, effective, evidence-based services in a cost-effective way.
- Appropriateness, providing the right service, at the right time, in the right setting.
- Safety in the delivery of health services.
- Sustainability for the health system so it will meet British Columbians' needs now and in the future.

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- The ministry's Aboriginal nursing strategy enhances Aboriginal nursing projects by focusing on issues such as recruiting Aboriginal youth into the nursing profession, supporting recruitment of Aboriginal and non-Aboriginal nurses to Aboriginal communities, and providing retention initiatives for nurses working in Aboriginal communities.
- Multicultural Health Fairs – Along with other partners, the Ministry of Health has provided funding for multicultural health fairs hosted by the Affiliation of Multicultural Societies and Service Agencies and the Immigrant and Multicultural Services Society.

ACCESS TO HEALTH INFORMATION

The Ministry of Health is committed to translating information into widely spoken languages to support British Columbians' efforts to stay healthy. The BC HealthGuide Program, which provides 24-hour access to reliable health information and advice to help British Columbians make better decisions about their health, is the cornerstone of these efforts. The program includes:

- BC HealthGuide Handbook - Medically-approved information on health concerns, symptoms, home treatment and care options, as well as tips on how to prevent illness and recommendations on when to see a health professional. The handbook is available in English, French, Chinese and Punjabi (www.bchealthguide.org/healthguide.stm).
- BC First Nations Health Handbook - A companion to the BC HealthGuide Handbook which provides information on unique health services for First Nations, as well as advice for health professionals serving First Nations' individuals and communities.
- Aboriginal Health - Focusing on the health needs of Aboriginal individuals and communities at: www.bchealthguide.org/aboriginal.stm.
- Multicultural health information in French, Chinese, Punjabi and Farsi at: www.bchealthguide.org/multicultural.stm.
- BC NurseLine - Toll-free health information and advice from a registered nurse 24 hours every day, with translation services in over 130 languages, plus services for people who are deaf or hearing impaired. Pharmacists are also available to answer medication related calls from 5 p.m. to 9 a.m. daily. www.bchealthguide.org/nurseline.stm
- BC HealthFiles - A series of fact sheets on public health and safety, some of which are available in French, Spanish, Farsi, Vietnamese, Punjabi and Chinese. www.bchealthguide.org/healthfiles/index.stm
- Patient safety brochures in English, French, Cantonese and Punjabi.
- Program brochures and information available in Punjabi, Cantonese, Mandarin and French, including BC HealthGuide brochures and fridge magnets and business cards for the BC NurseLine and Pharmacist Service.

Continued >>

"BC NurseLine:
Toll-free health
information and
advice from a
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hours every day,
with translation
services in over
130 languages,
plus services for
people who are
deaf or hearing
impaired."



Ministry of Health

Continued >>

OTHER TRANSLATIONS

- An emergency preparedness kit available in Chinese, Punjabi, Vietnamese, Spanish and French to help non-English speaking British Columbians prepare for an influenza (flu) pandemic.
- An expanded Health and Seniors' Information Line that improves services for British Columbia's seniors with one-stop access to information on health and other government services. Translation services are available in over 130 languages upon request. Call toll-free in British Columbia: 1 800 465-4911 or in Victoria: 250 952-1742.
- Information for Seniors: Your Guide to Programs & Benefits in British Columbia, available in English, French, Punjabi and Chinese.
- A French edition of the Child Health Passport (see: www.healthservices.gov.bc.ca/cpa/publications/passport_web_fr.pdf)
- British Columbia's Vital Statistics Agency guides in Punjabi, Chinese and Vietnamese, including A Guide to Registering Your Child's Birth; A Guide to the Marriage Licence and Registration Form; A Guide to Applying for Birth and Death and Marriage Certificates.
- You and Your Health: A Woman's Handbook, available in English and French.
- Your New Fair PharmaCare Program: Fair Care for Everyone and information on the monthly deductible payment option are available in English, French, Chinese and Punjabi.
- Mental Health and Addictions Services - translated guidelines and best practices available in Punjabi and Chinese at: www.healthservices.gov.bc.ca/mhd/bpelementsbc.html.

"BC HealthGuide Handbook: Medically-approved information on health concerns, symptoms, home treatment and care options, as well as tips on how to prevent illness and recommendations on when to see a health professional."

Ministry of Labour and Citizens' Services

Initiatives

- The Labour Relations Board, the Workers' Compensation Appeal Tribunal and the Employment Standards Tribunal provide and pay for interpreters at hearings for non-English speaking parties. Submissions are also translated as required and provided to all parties. Training in cultural awareness and discrimination prevention is provided to employees.
- In conjunction with the Public Affairs Bureau, staff from the Lower Mainland and Fraser Valley Employment Standards Branch regions are proactively broadcasting employment standards information to Chinese and South Asian communities through regular radio and television appearances.
- The Employment Standards Branch has developed culturally sensitive services aimed at increasing understanding of, and compliance with, the Employment Standards Act. Many of these services are focused on sectors, such as agriculture and the garment industry, which employ large numbers of immigrant workers. Various fact sheets are available in seven languages and the branch maintains a list of 18 staff members fluent in a total of 14 languages other than English, who are available to provide translation services concerning a specific case or to assist callers who contact the branch's 1-800 information line with enquiries.
- The Employers' Adviser Branch ensures each new adviser, upon hiring, is scheduled for diversity training within three months. In addition, the Workers' Adviser Branch continues to work with translation agencies to help English second language and non-English speaking injured workers access and comprehend WorkSafeBC decisions and appeals affecting their livelihoods. Plain language fact sheets and worker's information kits also foster better understanding of rights and responsibilities by all cultures, while brochures to describe amendments to the Workers Compensation Act are translated into Punjabi and Chinese. These are also made available on the workers' adviser's website. This allows the Workers' Adviser Branch to utilize the interconnectivity of government and non-governmental agencies to successfully form links to other websites to broaden public access to important information.
- Employees participated in programs related to workplace behaviour and enhancing communication throughout all organizational levels through courses such as: harassment awareness; building workplace trust; and the inside edge – mental fitness skills for high performance.
- Citizens' Services has established the multilingual service delivery committee with a mandate to develop a standardized approach to enhancing multilingual access to information and services. This committee has excellent cross-ministry representation, engagement and commitment towards a common vision for a multilingual, citizen-centred approach to services.
- A multimedia resource highlighting contemporary Aboriginal authors for classes in senior English was developed.
- Network BC worked with several partners to produce Cedar & Silicon, a documentary highlighting the positive impacts that computer technology has had on four of British Columbia's 203 First Nations. Telecommunications and the Internet are enhancing education, health care, governance and the preservation of language and culture – bringing transformative change to individual lives and entire communities. <http://www.network.gov.bc.ca/CedarSilicon/>

MANDATE

The Ministry of Labour and Citizens' Services is focused on providing a wide range of excellent services. The Labour side of the ministry provides services to employees, employers, unions, and businesses in British Columbia to build a modern work environment. The Citizens' Services side plays a leadership role in improving how government services are delivered and information is managed to meet the needs of citizens, business and the public sector.

Labour sets the framework within which effective, mutually beneficial, labour and employment relationships can flourish. In this context, Labour is responsible for the effective administration and enforcement of British Columbia's labour and employment statutes, including the Labour Relations Code, the Employment Standards Act, and the Workers' Compensation Act.

Labour's focus is to foster positive working relationships in safe and healthy workplaces, and to support strong and vibrant provincial economic development and employment growth. Labour works with employers, organized labour and other key stakeholders to provide progressive policy directions to advance government priorities, designed to promote harmonious and productive labour relations and labour stability in the province. This productive dialogue between the ministry and its stakeholders in the labour relations community will continue. Labour's core business areas focus on the development, implementation and enforcement of employment standards, workplace safety and labour relations rules.

Citizens' Services is mandated to lead the transformation of service delivery and continuously improve the way in which services are delivered to the public, ministries, and the broader public sector. The ministry provides leadership in creating a government-wide vision for excellent, citizen-

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Ministry of Labour and Citizens' Services

Continued >>

- Work is complete on developing a prototype welcoming office design. ServiceBC, in collaboration with other ministries, is preparing to implement the concept in several office locations across the province next year. Local elements, such as artwork and materials reflective of the community, will highlight the cultural richness and diversity of the province.
- Citizens' Services has initiated focused survey work with targeted demographic groups to help government understand and be proactive in addressing the specific service delivery needs of all citizens.
- British Columbia is a culturally diverse province, and the availability of services in a language other than English is a key factor in the usability and accessibility of government for many British Columbians. Recognizing this, Citizens' Services led:
 - the development of a multilingual service delivery framework, providing a standardized approach to enhancing multilingual access to government information and services;
 - research on government information and services currently offered in multiple languages (print, phone, Internet), including an inventory of government's translated online documents and multilingual services;
 - the identification of ServiceBC Centre staff who speak a second language (150 languages) to assist citizens for whom English is a second language to obtain the information or service they need;
 - in collaboration with the Ministry of Attorney General and the federal government, a project was undertaken to redesign British Columbia's immigrant online website: <http://www.ag.gov.bc.ca/immigration/index.htm>. The British Columbia page on the federal government's Coming to Canada website was also redesigned and is now available in both English and French; and
 - the printing of materials in various languages and in braille, including the BC HealthGuide in Punjabi and Mandarin, and business cards in braille.
- Citizens' Services granted \$25,000 to the First Peoples' Heritage, Language and Culture Council in support of FirstVoices, a joint federal-provincial government program that provides web-based tools and services that First Nations are using to archive and teach their languages. The new funds will help 15 community-based language teams document their languages at FirstVoices.com, bringing the number of publicly accessible First Nations language archives to 25.
- Citizens' Services hosted an interjurisdictional meeting of deputy ministers responsible for service delivery. Simultaneous translation into French was provided during the proceedings. All correspondence was in English and French, and all subsequent followup correspondence was provided in English and French.
- Recruitment initiatives utilized competency-based hiring methods, free from systemic bias, that resulted in the attraction of a diverse workforce better able to serve the multicultural population of the province.
- Employees are encouraged to participate in workplace events that celebrate the multicultural diversity of their workplace and community.

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centred service delivery, and is responsible for implementing and co-ordinating cross-government service delivery initiatives in support of the achievement of the Five Great Goals for the people of British Columbia. Core business areas include:

- ServiceBC – The government's chief provider of frontline services to the public. Customers can connect in person by contacting ServiceBC centres at 59 locations around the province, by phone using the Service BC Contact Centre, or online through government's primary web presence: gov.bc.ca, where they can connect with services such as BC OnLine. By using one or a combination of these channels, they can access programs, services and information in ways that suit their personal and business needs. Shared Services BC is the internal shared services provider for government and other public sector customers. By sharing infrastructure and information systems, government can generate financial benefit, manage investments and provide better services to the citizens of British Columbia. In addition, the shared services model allows ministries to concentrate more of their effort on the core functions related to their business.
- The Office of the Chief Information Officer for British Columbia – Provides corporate leadership and strategic direction to ensure that information and technology is managed and used efficiently for better service delivery.

The goals of government cut across ministries and cannot be achieved by single organizations working in isolation, and yet, for many years this was the approach taken in delivering government services. Over the last decade, there has been a shift toward increasing co-operation and collaboration. Citizens' Services is at the forefront of this shift

Ministry of Labour and Citizens' Services

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KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry of Labour and Citizens' Services' commitment to diversity, including multiculturalism, is reflected in policies that support a respectful workplace for employees, fairness, and equal opportunity in hiring and promotional practices, and partnerships with local community stakeholders.
- The ministry ensures that policies and legislation are consistent with the principles and objectives of multiculturalism and continually strives to modify and improve ministry programs and services to ensure that they are supportive of British Columbia's multicultural society.
- The ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising and media relations.
- A number of program areas within the ministry and its agencies provide direct communication to the public. Several of these program areas routinely make information available in several languages.
- Ministry employees participate in multicultural training and development workshops including: Aboriginal cultural awareness, discrimination prevention and valuing diversity.
- The ministry works with a variety of stakeholders to ensure policy and program development reflects the diversity of the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- A cornerstone of the ministry's strategic intent is to build a strong and capable organization, which welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.
- The ministry's workforce/HR plan promotes an effective people strategy that enables us to have a diverse workforce to meet strategic and operational objectives.
- The ministry is committed to a work environment free from discrimination.
- The ministry is committed to ensuring that the workplace continues to be accessible and is representative of the general workforce through fair and equitable hiring practices.
- A diverse workforce allows the ministry to reflect the communities we serve, as well as encourage new ways of thinking and operating.
- The ministry strives to deliver its programs and services in a manner that treats everyone fairly, equitably and with respect.
- The ministry supports the appreciation and understanding of cultural diversity in British Columbia's workplaces.

MANDATE CONTINUED...

and provides expertise to ministries and the broader public sector in a number of areas related to service transformation.

Vision: British Columbia will be a leader in Canada and recognized internationally for excellence in citizen-centred service delivery and for its progressive labour climate.

Mission: The mission is two-fold:

- Labour will create an employment environment that meets the needs of workers, employers and unions, and fosters working relationships in safe and healthy workplaces; and
- Citizens' Services will transform, deliver and promote public services, which are cost-effective, accessible and responsive to the needs of citizens and businesses.

Values: These values represent our ministry and individual behaviours and define how we will treat citizens, our customers, stakeholders, suppliers and each other:

We treat individuals with fairness, dignity and respect.

We are open, transparent and honest.

Service Excellence

We are dedicated to helping our clients be successful.

We are flexible, innovative and proactive.

Results Oriented

We measure performance to ensure cost-effective business outcomes and value-added results.

We make and keep our commitments - we get the job done.

Teamwork

We collaborate with internal and external parties to achieve corporate goals.

We recognize individuals and teams that achieve results and demonstrate creativity and calculated risk taking.

Work Life Balance

We support employees in balancing their personal and work commitments.

Ministry of Public Safety and Solicitor General

■ Initiatives

- VictimLINK provides a toll-free, 24-hour help and information line for victims of crime, including an after-hours notification service to victims regarding the status of an offender in provincial custody. VictimLINK services are provided in 130 languages and dialects.
- Multilingual service workers provide services to victims of crime in communities across B.C. Training for the workers includes integrating diversity and accessibility issues into service delivery. Public information for victims is available in several languages.
- The ministry supports a partnership project to address the needs of rural and isolated women who are victims of crime, including Aboriginal, immigrant and refugee women. Partners are police, corrections, transition houses and victim service programs.
- The ministry partnered with the Vancouver Foundation, federal Department of Heritage and Justice Institute of BC in the development of the final report on the empowerment of immigrant and refugee women who are victims of violence in relationships.
- The Youth Against Violence Line is a toll-free, multilingual phone line and e-mail service available to youth 24 hours a day, 7 days a week, to report incidents of crime or seek help from local police or service providers.
- The ministry continues to support First Nations police governance: 32 new First Nations RCMP positions were deployed. In February 2007, First Nations communities participated in a conference held in Kelowna regarding strategies to assist communities in developing governance structures and implementing accountability mechanisms.
- Translator services, English as a second language classes and translation software are provided as necessary for non-English speaking inmates within provincial correctional centres.
- Multifaith materials and services honouring a variety of cultures are provided in correctional centres through the chaplaincy program.
- Multicultural programming, including rehabilitative core programs in Punjabi and Mandarin, are offered through Community Corrections.
- Corrections Branch supports Aboriginal Justice Liaison Programs operating in 30 communities in British Columbia. The branch also funds contracts at each of its correctional centres to deliver programming targeted to the Aboriginal inmate population, such as elder visitation and counselling, advocacy and assistance with parole and release planning, and activities that honour Aboriginal history, traditions and ceremonies.
- The ministry contracts with service providers to deliver clinical counselling services to problem gamblers and their families. Services are available in various languages and reflect cultural sensitivities.
- Resources respecting problem and responsible gambling, prevention and awareness, such as videos and brochures, are available to Aboriginal and multicultural communities.
- The Problem Gambling Help Line offers referral services in 12 different languages.
- Eligible community organizations can use funds from licensed gaming or gaming grants to provide programs and services that support and promote multiculturalism.

MANDATE

The ministry works to maintain and enhance public safety across the province. The portfolio of the ministry includes: corrections; coroners service; law enforcement; crime prevention; victim services; emergency management and response; road safety; fire prevention, life safety and property protection; liquor and gaming regulation; liquor distribution; consumer protection; and film classification.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive committee, chaired by the Deputy Solicitor General, is responsible for management of the ministry, including multiculturalism issues. The committee ensures that legislation, policies and programs are consistent with the principles and objectives of the Multiculturalism Act.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry works continuously to ensure ministry programs are delivered equitably and in a way which reflects multicultural sensitivity. The ministry partners with community organizations as appropriate to deliver services in various languages and in a culturally sensitive manner.

Corrections Branch recruits widely and exemplifies a culturally diverse employee population. The branch provides multicultural and diversity training, harassment/discrimination prevention and Aboriginal awareness.

Ministry of Small Business and Revenue

■ Initiatives

- The bulk of the ministry's recruitment activity took place in the Lower Mainland in 2006/07 for auditors. Well over 50 per cent of the new hires continue to be from visible minorities. The ministry currently has 23 per cent representation of visible minorities compared to 21.6 per cent of the British Columbia population and 20.1 per cent of the available workforce.
- The ministry remains committed to following government hiring practices based on principles of fairness and merit. It also provides diversity awareness training for those who will be involved in the recruitment and selection process.
- The ministry has a diverse group of employees, with 32 per cent in the 50-59 age group, 32 per cent in the 40-49 age, 27 per cent 30-39, six per cent in 20-29, and three per cent in the 60-69 age group. Recruitment, selection and engagement activities are underway to attract and increase the percentage of under 30s, as well as retain the 60-69 year olds in the ministry, including flexible work options, recognition and rewards, and wellness programs. The ministry also has a balance of female (57 per cent) and male (43 per cent) employees.
- The Taxpayer Fairness and Service Code was translated into eight different languages during fiscal 2006/07, including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog (Filipino) and Vietnamese. These translations represent some of the most common languages spoken at workplaces in the province – other than English.
- Plans are in place to translate a Small Business Guide into eight languages in fiscal 2007/08, including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog (Filipino) and Vietnamese. These translations represent some of the most common languages spoken at workplaces in the province – other than English.
- The ministry is piloting a new orientation program to welcome all new employees to the Ministry and will include education on diversity and multiculturalism to enhance the corporate orientation program and individual branch efforts.

MANDATE

The Ministry of Small Business and Revenue fosters a competitive environment for small business and investment in British Columbia, and provides a centre of excellence in the Province of British Columbia for tax administration and revenue management services. We lead regulatory reform across government, and support the Province's property assessment processes. Additionally, the Minister is accountable for BC Assessment, which establishes and maintains uniform real property assessments for all property owners in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Executive is committed to providing service to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the makeup of the ministry workforce to achieve this commitment.
- The Taxpayer Fairness and Service Code was translated into eight different languages during fiscal 2006/07, including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog (Filipino) and Vietnamese. These translations represent some of the most common languages spoken at workplaces in the province – other than English.
- The ministry is also committed to ensuring that employees have information related to multiculturalism, employment equity, human rights and diversity. The ministry has designed and developed a new ministry-specific orientation program, which is being piloted June 12-13, 2007, and includes information on multiculturalism and diversity. Most branches currently include a range of multicultural information in their employee orientation packages.

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Ministry of Small Business and Revenue

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KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Training and Education

- All employees of the ministry have access to discrimination and harassment prevention training.
- Wellness lunch and learns delivered monthly are targeted to people of all ages and backgrounds.
- Wellness programs address spirituality and social element as encompassing all beliefs.
- Promote ministry's diversity by including images and photographs of employees across various cultures in all ministry newsletters and publications.
- Support flexible work options based on employee and business needs.

Community Outreach

- The ministry's customer relationship management strategy acknowledges the wide cultural diversity of the province. The ministry is capable of offering service to its clients in 39 languages, (provided by 135 employees in Victoria, Vancouver, and Surrey in person and available to regional offices), many of whom are fluent, both orally and in writing, in as many as three different languages.
- The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients. It continues to be communicated widely to both employees and ministry clients and is now available in eight different languages, including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog (Filipino) and Vietnamese. These translations represent some of the most common languages spoken at workplaces in the province – other than English.
- Lists of employees who are available to provide service in languages other than English are posted on the ministry's employee Intranet site. These lists are used regularly by the Ministry of Small Business and Revenue employees in branches who serve the public when the need for service in languages other than English arises.

Ethnic language service is available to customers in communities outside of the major centres by employees with ethnic language skills in Surrey, Vancouver or Victoria, using either telephone or e-mail.

While no statistics are kept on the cultural diversity of the ministry, the number of different languages spoken by Ministry of Small Business and Revenue employees is indicative of the cultural diversity of the ministry workforce.

- Areas of the ministry, where few employees are fluent in languages other than English, have established a co-operative relationship with the MOSAIC multicultural organization, which provides volunteer translation services to Ministry of Small Business and Revenue customers on request.
- In a work environment survey, the ministry had an average score of 66 for having a respectful environment, 64 for valuing diversity, and 75 for being free of discrimination and harassment.
- To support diversity recruitment efforts and increase our representation of visible minorities, the ministry is working to partner with community and not-for-profit organizations to source qualified recent Canadian immigrants to fill vacant positions.

EXECUTIVE COMMITMENT TO MULTICULTURALISM CONTINUED...

- The ministry's employee Intranet includes links to the British Columbia government's online employee orientation manual, including information on employment equity and human rights. There is also a link to the Merit Commissioner through the BC Public Service Agency website.

"Executive is committed to providing service to the public in as many languages as possible...and has fostered rich cultural diversity in the make-up of the ministry workforce to achieve this commitment."

Ministry of Tourism, Sport and the Arts

Initiatives

- The ministry supports the Aboriginal Sport and Recreation Association of British Columbia, the Aboriginal FIRST (Future in Sports and Recreation Training) Program and the federally co-funded Aboriginal Excellence Program.
- The ministry developed and launched a cross-government tourism action plan aimed at enabling the tourism industry to double its revenues to \$18 billion by 2015. The plan includes several actions aimed at furthering the sustainable participation of First Nations in tourism, including: building on the ministry's successful collaboration with the Aboriginal Tourism Association of British Columbia and its partners; the implementation of a comprehensive Aboriginal cultural tourism strategy; and expanding efforts to work with First Nations on an ongoing basis to identify and facilitate tourism and resort development business opportunities that will provide social and economic benefits.
- On Aug. 15, 2006, the Honourable Gordon Hogg was appointed the Minister of State for ActNow BC. ActNow BC encourages British Columbians to make healthy lifestyle choices and will complement the work currently being undertaken within other ministries. Its programs are designed to promote healthy living for all cultures within the province.
- The ministry has been working with the Ministry of Economic Development and the Asia Pacific Strategy, which will see greater opportunities and partnerships related to Asian Pacific tourism culture and sports. The ministry has also worked with the federal government towards securing Approved Destination Status with China.
- The ministry has undertaken multicultural initiatives such as the 2008 North American Indigenous Games, the 2006 Maccabia Games, the construction of Sullivan Heights Park, which features Kabbadi and cricket fields, and various sports in which a large proportion of visible minorities participate (for example, lacrosse, soccer, field hockey, martial arts, Aboriginal sports).
- This ministry is also a partner in the ActNow BC's active communities initiative, which helps communities promote and provide sport and physical activity opportunities. Part of the active communities resources (manual and workshops) are dedicated to promoting sport and recreation to multicultural populations.
- The Minister of State for ActNow BC is working with First Nations communities, the First Nations Health Council, the National Collaborating Centre on Aboriginal Health and health authorities to lead the development of a First Nations/Aboriginal specific ActNow BC program.
- Following on the decision in Quebec to ban a young girl from playing soccer because of wearing a hijab, the ministry (through ActNow BC) provided \$15,000 to Sport BC and the BC Soccer Association to undertake research and develop best practices and recommendations on reducing/eliminating barriers to participation in soccer (for example athletes, coaches, officials) due to ethnicity, gender, socioeconomic status.
- The Spirit of BC Arts Fund assists arts and cultural organizations to realize creative projects that contribute to the development of arts and culture in British Columbia. Many of these projects include themes of diversity or First Nations issues.
- Through the ministry's Heritage Branch, First Nations are eligible applicants for cost-shared project funding under the Community Heritage Planning Program.

Continued >>

MANDATE

The mission of the Ministry of Tourism, Sport and the Arts is to build strong partnerships that will foster sustainable tourism, sport and arts sectors and create vibrant communities where people want to live, visit and invest.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes that there are definite cultural and economic benefits associated with multiculturalism. More specifically, by providing for the respect and acceptance of the cultural heritage of all British Columbians, multiculturalism promotes cross-cultural understanding, and actively builds bridges and partnerships among diverse communities and institutions. The diversity of the province's population also provides an opportunity to create a form of cultural expression that reflects the influences that have shaped British Columbia and that will result in a unique and distinct creative culture. The collaboration of artists working from a base of different traditions continues to positively influence the development of the arts in British Columbia.

The ministry also strives to promote British Columbia as a destination of choice for new tourism investment and business by marketing British Columbia to entrepreneurial immigrants. Finally, the ministry supports volunteerism, which makes a strong contribution to the social and multicultural fabric of our communities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- British Columbia's policy on sport and physical activity promotes inclusivity as a fundamental

Ministry of Tourism, Sport and the Arts

Continued >>

- The ministry is preparing to sign memoranda of understanding with both the Squamish Nation and the Native Education Centre to work together to bring Aboriginal tourism training to Aboriginal people and First Nations within British Columbia. This training will contribute to a successful Aboriginal tourism sector, facilitate the preservation of cultural knowledge and fill labour market demand.
 - The ministry is currently working with the Ministry of Aboriginal Relations and Reconciliation to review the Heritage Act to find a better balance between stakeholders including, First Nations, landowners and local governments.
 - The ministry is a partner with Tourism BC and heritage sector representatives in an Experiences BC project to develop a provincial heritage marketing plan to showcase British Columbia's diverse history and culture.
 - Heritage Branch staff contributed to efforts by the federal government to identify potential nominations to the Historic Sites and Monuments Board of Canada to commemorate people, places and events of national historic significance associated with Aboriginal and ethnocultural communities.
 - The BC2008 Secretariat is working with the Ministry of Attorney General and the Multicultural Advisory Council in preparation of multiculturalism-related events that value and celebrate cultural diversity throughout the 150th anniversary of the founding of the Crown colony of British Columbia.
 - The BC2008 Secretariat has been working with the Cowichan 2008 North American Indigenous Games organizing committee to create a special totem pole tour to promote awareness in order to celebrate our rich First Nations culture, history and traditions that live on in British Columbia today and to foster greater understanding between Aboriginal and non-Aboriginal people.
 - The BC2008 Secretariat has been working with the People Together Foundation to stage the Walk for Reconciliation as a BC2008 event as a symbolic show of solidarity.
 - The British Columbia Arts Council, through its range of funding programs, supports numerous arts and cultural activities of diverse cultural communities. From theatre companies such as Full Circle and Urban Ink, which focus upon the Aboriginal experience, to the U'mista or K'san cultural centres, or from the music of the Vancouver Chinese Instrumental Music Society to the Bharata Natyam dance of the Mandala Arts and Cultural Society, the BC Arts Council strives to be inclusive of a full range of the British Columbia cultural demographic. Specifically:
 - The BC Arts Council works in partnership with the First People's Heritage, Language and Cultural Council to deliver the Aboriginal Arts Development Awards program.
 - The BC Arts Council works in partnership with the BC Touring Council to deliver Diverse Collaborations, a program of support specifically to assist the presentation of professional British Columbia touring artists working in diverse cultural traditions. It is a sub-program of the Community Presenters' Assistance Program.
- principle and objective for our sport and physical activity system. This public policy was reinforced recently when the Minister called on provincial and multi-sport organizations to revisit their policies and practices to ensure that they are culturally inclusive. This followed an incident where a Sikh athlete was not permitted to play soccer while wearing traditional Sikh head wear. The ministry also contracts Sport BC to investigate complaints around harassment and discrimination.
- The ministry's Archaeology Branch maintains an open and responsive relationship with First Nations. This attitude is evidenced by the free exchange of archaeological site information between the branch and First Nations, including the fact that 200 First Nations' access the inventory through the web-based self service facility; and the ongoing negotiations between the branch and two First Nation groups to develop memoranda of understanding, which will establish effective working relationships and allow the parties to work together at a strategic level on initiatives that will lead to the enhanced management of archaeological resources.
 - The ministry works with First Nations to meet government's commitment to the New Relationship initiative and to fulfill government's legal obligations to First Nations regarding consultation and accommodation relating to decisions regarding tourism and recreation use and development on Crown land. This includes the ongoing development of a First Nations accommodation framework for resort development, in consultation with the Ministry of Aboriginal Relations and Reconciliation. The ministry is a stakeholder in the Nanwakolas clearinghouse pilot project that established a First Nation's referral

Ministry of Tourism, Sport and the Arts



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM CONTINUED...

and consultation co-ordination office operating parallel with government employees conducting similar work.

- The ministry's Heritage Branch works to build partnerships with local governments and First Nations to ensure that the cultural diversity expressed through the unique historic places in each community is recognized and valued.
- The Adventure Tourism Branch collaboratively negotiated five memoranda of understanding that provide First Nations with future opportunities to establish Aboriginal tourism business on Crown land. Adventure tourism team members continue to discuss similar agreements with additional First Nations communities.
- The British Columbia Arts Council, in its 2007/08 – 2009/10 service plan states as a fundamental belief, "the belief in diversity of artistic practice in all art forms." It further establishes the goal that: "Excellence, creativity and diversity in British Columbia's arts and cultural sector are recognized and encouraged." The council has also established "the inclusion of diverse artistic practices" as a strategic priority.
- The British Columbia Arts Council has undertaken outreach activities to engage diverse communities and intends to strengthen this effort over the next three years.

Ministry of Transportation

■ Initiatives

- The ministry incorporates the spirit and intent of multiculturalism in all of its communication activities, including publications, advertising and media relations.
- The ministry consults with the public at both the provincial and community level through various forums, including local public meetings.
- The ministry promotes British Columbia as a destination of choice for new investment and business.



MANDATE

In building and maintaining the highway system and co-ordinating the Province's multi-modal transportation network, the ministry and its partners advance environmental, economic and social objectives and move goods and people safely within British Columbia and to markets beyond.

The Ministry of Transportation plans integrated transportation networks, delivers transportation services and infrastructure, develops and implements transportation policies, and administers many transportation-related acts and regulations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes the cultural diversity of the province and supports and promotes cross-cultural understanding. It remains committed to effective communication strategies that foster understanding and co-operation with customers and staff, and is inclusive of all cultures in our society. This commitment is demonstrated throughout the ministry in all aspects of program development and service delivery.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry ensures all legislation and policies are produced in a manner consistent with the principles and objectives of multiculturalism. Policies and programs are developed and assessed based on their impact on British Columbians with respect to ethnicity, ancestry, cultural heritage, religion, and place of origin.

The ministry is proud to provide a workplace free of racism, harassment and discrimination and a recruitment strategy that supports hiring based on merit and where diversity is valued and respected to ensure that its people reflect the population they serve.

Intergovernmental Relations Secretariat

Office of the Premier

■ Initiatives

Intergovernmental Relations Secretariat (IGR) and Protocol & Events manage multicultural and international issues. All issues and events are inclusive and have multiculturalism incorporated.

MANDATE

Intergovernmental Relations advances British Columbia's national and international governmental relationships as we shape Canada's Pacific Century.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

There are open policies across government for diversity and the face of government is very diverse. Our approach at IGR is culturally diverse and our commitment to multiculturalism is incorporated in all our policies and processes at IGR (for example, Asia Pacific Initiative, Francophone Affairs Program, Consular Corps, Protocol & Events).

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Given the nature of our work at IGR, we undergo constant analysis for cultural sensitivity and awareness. There is no discrimination in our hiring process. IGR has a diverse group of staff.

Government Corporations >>

British Columbia Assessment Authority

■ Initiatives

- BC Assessment's commitment to multiculturalism is promoted on an ongoing basis to staff and to the public annually as part of the annual community relations campaign and ongoing human resources recruitment.
- In 2006/07, BC Assessment provided assessment rolls and services on a contract basis to 55 of 80 First Nations in British Columbia that have authority to establish independent real property taxation systems. A formal customer survey of this client group is done each spring to gauge customer service satisfaction levels.
- BC Assessment has an internal language skills bank (volunteer program). Upon request, employees who have multi-language skills try to respond to oral or written questions from the public in a variety of languages.
- Language translations for select print and website materials will continue to be provided to serve our culturally diverse communities. For example, in 2007, BC Assessment plans to translate some fact sheets on the website (general information, agriculture topics) into other languages.
- BC Assessment staff are available, upon request, to make presentations to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's programs, services, employment and business opportunities. British Columbia's ethnic media, such as Fairchild TV, are included on news release distribution lists, and notified of the annual information campaign.
- Each year, communications purchases a supply of Multifaith Action Society calendars for distribution to area offices to promote the different spiritual beliefs and cultures of the people and communities we serve.
- BC Assessment regularly hosts visiting delegations from other nations, such as Korea, to share information.

MANDATE

The British Columbia Assessment Authority (BC Assessment) is a provincial Crown corporation created in 1974 under the Assessment Authority Act. Its mandate is to establish and maintain an independent, uniform, and efficient real property assessment system throughout British Columbia in accordance with the Assessment Act. The act requires that BC Assessment produce annual property assessment rolls at market value and issue annual notices to more than 1.75 million property owners. BC Assessment's 2007-2009 service plan outlines its key corporate goals, strategies and performance measures.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment's executive committee supports multiculturalism initiatives at the operational level and has given this responsibility to its communications department. Communications is responsible for the distribution of public information including publications, ethnic media relations and the public website. BC Assessment's human resources department is also attentive to hiring practices that encourage diversity in the workplace.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Assessment supports the delivery of 1.9 million assessment notices to property owners in January of each year with public education and information about the assessment process. As part of this annual community relations campaign, the assessment notice insert (brochure) is translated into 13 languages other than English, and made available on the public website. BC Assessment staff also strive to assist property owners in the language of their choice for inquiries during this busy time of the year.

BC Housing Management Commission

■ Initiatives

- To supplement frontline staff resources, BC Housing maintains a volunteer staff interpreter list, which includes 28 different languages.
- A "Fujian Feast" luncheon and a celebration of multiculturalism are an example of events held to celebrate Multiculturalism Week.
- BC Housing's new employee handbook incorporates a section on multiculturalism.
- Staff in program operations celebrated Chinese New Year.
- BC Housing purchases the multiculturalism calendar and distributes to employees.
- Tenant activity grants are provided to BC Housing tenants to support celebrations, such as Chinese New Year.
- Of the new employees hired in 2006/07, 30 per cent identified themselves as a visible minority.
- The operations guide in the housing provider kit includes a chapter on diversity.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In support of multiculturalism, BC Housing has the following policies and structures in place:

Multiculturalism Policy – The purpose of the multiculturalism policy is to ensure that BC Housing conducts all aspects of the delivery of services and programs within the purposes and policies of the Multiculturalism Act.

Respect for Diversity Policy – Respect for diversity is a key priority to maintaining a workforce that reflects and responds to the diversity of the communities in which we live and work. BC Housing's board of commissioners adopted a respect for diversity policy to reinforce the importance of the legislated requirements related to human rights, multiculturalism and employment equity.

Recruitment and Staff Training Policy – The recruitment and staff training policy is designed to ensure that BC Housing has enough people with the right skills to meet its short-term and long-term business objectives. This policy is central to maintaining a high performing organization – one that is responsive to and reflective of the diversity of our society. BC Housing's recruitment strategies include advertisements that invite all qualified individuals to apply in accordance with the principle of merit.

MANDATE

The mandate of the British Columbia Housing Management Commission (BC Housing) is to fulfill the government's commitment to the development, management and administration of subsidized housing for those in greatest need. As an agency of the provincial government, BC Housing is committed to providing services in a manner that recognizes and respects diversity.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing's service plan identifies a commitment to maintain a professional and committed workforce that reflects and responds to the diversity of the communities where we live and work.

"BC Housing's service plan identifies a commitment to maintain a professional and committed workforce that reflects and responds to the diversity of the communities where we live and work."

■ Initiatives

- Employee events during Multiculturalism Week and ongoing corporate support of 15-year-old Hydro Employee's Multicultural Society, including their development of multicultural displays in the new redesign of the Burnaby headquarters entrance.
- 80 public scholarships, including nine targeted First Nations scholarships and direct work experience opportunities for Aboriginal youth.
- Established an Aboriginal employment coordinator position within human resources and conducted recruitment outreach activities with over 50 community-based organizations and agencies.
- Sponsorship of multicultural events, career fairs and organizations including the National Aboriginal Achievement Foundation, Safe Harbour training by the Affiliation of Multicultural Societies and Service Agencies of British Columbia (AMSSA), and Chinese New Year, The Year of the Boar Celebration.
- Powersmart outreach multicultural community events to provide BC Hydro product and other information directly to communities.
- Mentoring new Canadian and immigrant engineering professionals through Multicultural Helping House.
- Ongoing policy and program development with the Electricity Sector Council of Canada on the topic of foreign credential recognition specific to engineering, trades and technology.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Hydro's social performance measures encompass customers, employees, First Nations, and the general public. They detail BC Hydro's labour practices, policies to protect human rights, diversity demographics, and impacts of operations on society at large. Recruitment outreach has been developed to broaden BC Hydro's relationship with diverse talent pools across British Columbia. Other structures include a diversity strategy development function within corporate human resources. Our employee and workplace policy articulates BC Hydro's commitment to a workplace which values diversity and is free of discrimination and harassment. All employees receive respectful workplace training and Aboriginal awareness workshops are offered throughout the year.

MANDATE

As directed by the Hydro and Power Authority Act, BC Hydro's mandate is to generate, manufacture, distribute and sell power, upgrade its power sites, and to purchase power from, or sell power to, a firm or person.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Hydro has a stated public commitment defined in our service plan and implemented through our purpose: Reliable power, at low cost, for generations. Our triple bottom line approach, based on environmental, social and economic factors, will leave a positive legacy for future generations in British Columbia. Our goals are strategically aligned to BC Hydro's purpose, including:

- addressing the values of our stakeholders, First Nations, communities and all British Columbians; and,
- operating and providing a service that satisfies all customers and provides remote communities with service on an equitable basis.

BC Innovation Council

■ Initiatives

The BC Innovation Council (council) initiatives include sector development and management of funds in areas such as regional innovation development, oceans/marine, aquaculture, bioproducts and health products and functional foods. In addition, it offers and manages scholarships, fellowships and awards to high school and post-secondary students. The Office of International Partnerships continues to assist companies in developing their business in international markets.

In relation to its initiatives and multiculturalism, the council encourages participation on a provincewide basis regardless of a person or group's cultural background. In cases where certain initiatives would be of special interest to a particular culture, the council will make and has in the past made a special effort to encourage such participation.

MANDATE

The council operates under four strategic mandate areas:

1. Accelerate commercialization programs for early stage and rapid growth companies to expedite the introduction of world-class, technology-based products to international markets.
2. Capitalize and expand technology transfer by getting research results with clear economic potential out of the university laboratory and research institutions and into the commercialization process as quickly and efficiently as possible.
3. Partner in the development and promotion of a provincewide strategy for science, innovation and technology development.
4. Build public awareness for science and technology to recognize high achievement of the province's researchers, scientists and technology entrepreneurs and encourage the province's youth to consider pursuing research and technology-related careers.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The council is committed to maintaining a professional workplace where individuals are treated with respect. In addition, the council is committed to maintaining open access to its programs and initiatives regardless of an applicant's cultural background.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

No new policies and structures in support of multiculturalism were implemented in 2006/07. However, the council continued its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants regardless of their cultural background.

British Columbia Investment Management Corporation

■ Initiatives

Multiculturalism initiatives include establishment of the China business/culture group to promote and explore Chinese history, arts, travel, food, and the Beijing Olympics. As part of the Apprenticeship Program, our MBA students run an annual corporate challenge to promote cross-country index market competition and increase global market awareness.

MANDATE

The British Columbia Investment Management Corporation (BCIMC) is a trust company established under the BC Public Sector Pension Plans Act, with a mandate to provide investment management services to the British Columbia public sector pension plans, the provincial government, public sector entities, and other publicly administered trust funds.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The adopted and approved business plan and business model requires BCIMC to align our skills base and operations with the globalization of our investments. Specific attention is given to building the research and skills base necessary to support the global investment process and active management strategies. BCIMC's staff component therefore is more representative of the global community, with new functions and new positions being created to support this global focus. BCIMC is a strong supporter of the Forum for Women Entrepreneurs program.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Commitment to multiculturalism is outlined in the BC Investment Management Corporation (bcimc) business plan. Programs in support of this commitment include academic partnerships with British Columbia-based universities that have a large percentage of international students. Co-op students and corporate apprentices are selected with consideration given to BCIMC's global business objectives. BCIMC business cards are printed in English, as well as the native language of the employees.



British Columbia Lottery Corporation

■ Initiatives

Initiatives related to multiculturalism and diversity during the past fiscal year include:

- Staff who speak different languages to meet the needs of our many business partners and players. Languages include Chinese, Korean, Cantonese, French, Italian, Punjabi and German.
- Translation services are available through consumer services.
- Responsible play materials are printed in English, French, Chinese, Punjabi, Vietnamese and Spanish and include the following pamphlets and stickers:
 - Time Out, Voluntary Self-exclusion Program;
 - Slot Machines: Facts about Winning and Losing;
 - When Gambling Stops Being a Game;
 - Problem Gambling Help Line stickers.
- Gaming Policy and Enforcement Branch problem gambling public awareness posters are printed in English, Chinese, Punjabi and Vietnamese.
- Casino employees speak a combined total of 23 languages.
- Developed First Nations problem gambling video.
- Strategic sponsorships of many community events reaching a diverse population include:
 - St. Eugene Mission Golf Resort Charity Tournament, Ktunaxa/Kinbasket Foundation;
 - Canada Day Celebrations (Vancouver, Kamloops, Langley and Surrey);
 - Annual Kamloops Powwow (Kamloops);
 - IndoCan Link Golf Tournament (Kamloops).
- Provided in-kind merchandise packages in support of the Nanaimo Dragon Boat Society.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Fundamental understanding that our market and customers are multicultural and diverse.
- Comprehensive corporate policy addressing harassment, demonstrating a commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin. This is incorporated into our ethical standards of business conduct that will be reviewed and signed off each year.
- A key corporate value is respect. Our workplace fosters openness, mutual respect and individual development.

MANDATE

British Columbia Lottery Corporation (BCLC) reports to the Minister of Public Safety and Solicitor General. As an agent of the Crown, BCLC has the authority to conduct and manage lottery schemes within British Columbia. Under current provincial gaming legislation, the corporation has these responsibilities:

- Conduct, manage and operate lottery gaming, including the marketing of nationwide and regional lottery games in association with other provinces of Canada.
- Conduct, manage and operate casino gaming.
- Conduct, manage and operate electronic and commercial bingo gaming.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive management team, consisting of the President and CEO and seven Vice-Presidents, maintains a commitment to pursue an employment equity strategy that fosters an appreciation for diversity in our workplace by attracting applicants from the four equity groups and reflecting the marketplace in which we conduct business. The principles of cultural awareness are stressed and promoted in our environment in everything we do, including, but not limited to, advertising, publications, hiring practices, training and development. Our guiding philosophy is that every employee be respected and receive fair treatment at all times.

Oil and Gas Commission

■ Initiatives

The commission actively engages in outreach recruitment to First Nations communities, local communities and educational institutions. The commission currently employs six First Nations and seven minority employees in an 154 FTE organization.

The commission works closely with First Nations, both in their communities, as well as inviting First Nations representatives to drop into the offices of the Oil and Gas Commission to learn the role of the regulator.

The commission participates in many First Nations community activities:

- **Doig Days** – Scheduled for May 24 this year, Doig Days includes an invitation from the Doig First Nation to all local area schools, the commission and other government agencies and corporations, local companies and other area First Nations. They are all invited to experience in person the traditional practices of the Doig First Nation. These practices include such activities as the preparation of moose hide from start to finish on products such as moccasins and other moose hide items and demonstrations on hunting, trapping and other traditions. Bannock and bannock baked on a stick are available throughout the afternoon, followed by traditional drumming to end the day.
- **Sweat Camp** – Traditional to the Cree and Saulteau ways of life, sweat camps have rich spiritual and medicinal connections. Whenever the time and opportunity arise, commission members participate in sweat lodges and sweat camps as a great way of keeping in touch with meaningful rituals of the First Nations way of life.
- **Beaver Camp** – Held this year from May 11 to 15, the camp is set up in a traditional hunting area. Activities include hunting beaver and various game where children are taught to skin and prepare the beaver on a rack for drying. If a moose hunt is successful, the children are taught how to prepare that as well. The children of the Doig First Nation are taught this Dane-zaa hunter way of life in order that the memory of it lives on.
- **Petitot Gathering** – This is a gathering for the Treaty 8 bands and companies to share in the various Treaty 8 First Nations ways.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The commission continues work on a variety of initiatives in support of multiculturalism.

MANDATE

The mandate of the Oil and Gas Commission (the commission) is to:

- Regulate oil and gas activities and pipelines in British Columbia in a manner that provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well-being; conserves oil and gas resources in British Columbia; ensures safe and efficient practices; and, assists owners of oil and gas resources to participate equitably in the production of shared pools of oil and gas.
- Provide for effective and efficient processes for the review of applications related to oil and gas activities or pipelines, and to ensure that approved applications are in the best public interest, having regard to environmental, economic and social effects.
- Encourage the participation of First Nations and Aboriginal people in processes affecting them.
- Participate in planning processes.
- Undertake programs of education and communication in order to advance the safe and efficient practices of the commission.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The commission supports the government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The commission's workforce is increasingly diverse, resulting in the benefits of having wider ranges of experience, knowledge and skills among its employees. Our vision is to be the innovative regulatory leader, respected by stakeholders, First Nations and clients. Our mission is to regulate oil and gas activity through fair, consistent and responsible stakeholder engagement for the benefit of all British Columbians, and by balancing environmental, economic and social outcomes.

BC Pension Corporation

■ Initiatives

- The visual imagery on our corporate websites depicts people from different cultures, ethnic backgrounds and a diverse range of age groups.
- Our constructive collaboration training course teaches respect for differences amongst people in the workforce. We have delivered generational diversity presentations throughout the organization. These presentations serve as a springboard for conversation about understanding and respecting both generational and cultural differences.
- We held a corporate-wide, travel-the-world holiday celebration, which showcased various cultures, countries and ethnic groups. Staff worked in teams and brought in food from the country or culture of their choice; wore clothes that represented various cultures; visually represented the country, culture or ethnic group of their choice by decorating their offices with flags, symbols, and other items; and the corporation held a contest for staff to choose which group did the best job.
- We have held multicultural potluck lunches where employees bring in flags to show their country of origin, as well as foods and music that represent their culture.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Over the past year, we have strengthened our competency-based selection process. Our hiring process is a holistic approach that assesses candidates and their competencies as a whole during the behavioural interview phase of recruitment.

We have sponsored the immigration process of new employees through the Provincial Nominee Program.

MANDATE

The British Columbia Pension Corporation is a non-profit agent of the College, Municipal, Public Service and Teachers' Pension Board of Trustees. It provides professional pension administration services on behalf of the pension boards of trustees, and their plan members and employers. Funding for administrative services comes from each of the pension plans.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Respect for everyone is the first of our four corporate values.
- Our visual imagery on our corporate websites, as well as corporate publications, depicts people from different cultures and a range of age groups, including corporation employees.
- Our communications and training materials for pension plan members and plan employers use plain language.
- Our corporate-wide holiday celebration showcased various cultures and ethnic groups.
- Our annual employee recognition events feature topics and speakers that recognize and celebrate diversity and respect.
- Our constructive collaboration training teaches respect for differences amongst people in the workforce.
- Our recruitment process supports barrier-free access to employment and bias-free employee selection.
- Our internal newsletter profiles employees with diverse cultural backgrounds.

BC Public Service Agency

■ Initiatives

In support of the hiring strategy outlined above, the BC Public Service Agency (agency) sponsored market research to obtain information about perceived attributes of the public service as an employer. Findings indicated that there was a general lack of interest in public service employment by skilled, marketable individuals in several ethnic groups. Recommendations were made about strategies to attract these markets, based on what respondents indicated were some important employer offerings, a welcoming approach to diversity, competitive salaries, and career growth opportunities, including:

- An Aboriginal Internship Program is set to commence September 2007. This agency initiative will offer 12-month internship opportunities to Aboriginal youth in a ministry and Aboriginal organization setting. Intended outcomes of program include: strengthened understanding, relationships, and capacity among and between First Nations communities, First Nations organizations, Aboriginal youth, the provincial government, and the BC Public Service.
- The agency continued to sponsor discrimination prevention workshops throughout the province. The goal of the workshop is to convey the nature and importance of discrimination and harassment as workplace issues, and to offer prevention strategies; as well as approaches that facilitate a positive, respectful, and inclusive work environment for all employees.
- The agency also continued to collect and provide information on equity group demographics to ministries/agencies to assist them in multicultural hiring efforts and other related initiatives.

MANDATE

The agency provides human resource management leadership and services to ministries and other public service organizations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Executive of the agency have worked closely with ministries and the Premier's Office to develop a new corporate human resource plan, which was launched October 2006. The plan sets out a roadmap to address critical public service human resource management challenges. A key goal of the plan is to ensure that the BC Public Service has the capacity to keep pace with multiple changes and deliver quality services to an increasingly diverse provincial population.

The agency's governing legislation is the Public Service Act. Both section 2(a) and 8(3)(a) of the act focus on the recruitment and development of a well qualified and efficient public service that is representative of the diversity of the people of British Columbia.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The agency is leading a hiring strategy to address impending staffing challenges resulting from shifting demographics and labour market competition. A key element of this strategy is to recruit talented and skilled candidates from labour market segments that have not been fully tapped in the past. This includes visible minorities and immigrants. To reach these untapped markets, recruitment tactics are being developed, customized to the particular labour market of interest.

British Columbia Railway Company

■ Initiatives

British Columbia Railway Company required the rail operator to continue the service agreement with the Seton Lake Band for the operation of a rail shuttle passenger service.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Respectful workplace policy/dispute resolution.
- Employee and Family Assistance Program.
- Recruitment processes and initiatives.

MANDATE

- Continue to wind down or exit certain remaining operating assets and entities owned by the corporation in a manner that maximizes a commercial return to the Province, including:
 - BCRC Captive Insurance Co. Ltd.; and
 - BCR Properties Ltd.
- Provide advice and support to the shareholder in the development and implementation of strategies and actions to further the Pacific Gateway Strategy.
- Implement alternative operating options for Vancouver Wharves.
- Prepare quarterly reports for the shareholder on the status of the long-term lease with CN and progress of wind down activities which identify all financial impacts anticipated to result.
- Ensure all borrowing activities of the corporation and its subsidiaries are undertaken through the Ministry of Finance, unless otherwise directed or permitted.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The British Columbia Railway Company:

- Recognizes the multicultural nature of British Columbia, values cultural diversity in the communities we serve, while ensuring fairness and equity in operations and systems for all people including employment and customer service.
- Will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff.
- Takes into account the anticipated impact on the diverse community when designing new programs, services, policies and methods of service delivery.

BC Transit

■ Initiatives

- Over the last two years, multi-language rider's guides were introduced in the Victoria Regional Transit System and the Central Fraser Valley Transit System, offering French, Japanese, Korean, Mandarin, Spanish, and Sencoten (First Nations) in the Victoria area, and French, Chinese, and Punjabi in the Central Fraser Valley.
- Studies and partnerships were initiated toward new or expanded transit services for the Adams Lake Band area of the Shuswap First Nation, and for the Nasgo Band in partnership with the City of Quesnel. New services will begin in the Merritt area to serve the Lower Nicola First Nation and to provide regular service to the Nicola Valley Institute of Technology, an Aboriginal-governed, public post-secondary institute.
- An updated diversity awareness component was incorporated into Victoria transit operator training.



MANDATE

BC Transit is the provincial Crown agency responsible for co-ordinating the delivery of public transportation throughout British Columbia, outside the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing, and operating transit systems – either directly or indirectly – in partnership with local government throughout the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive management team, consisting of two senior Vice-Presidents and three divisional Vice-Presidents, is committed to diversity initiatives, including multiculturalism, as an integral part of regular, day-to-day business. BC Transit's board of directors is committed to equal opportunity initiatives.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Key policies in support of multiculturalism include:

- Human Rights: Committed to upholding the principles enshrined in the B.C. *Human Rights Code*.
- Multiculturalism Policy: Consideration of the impact on a diverse community when designing new services, methods of service delivery, and programs.
- Recruitment and Selection: Policies committed to attraction and retention of a committed and competent workforce, and to the principles of equal opportunity.
- Code of Conduct: An employee-initiated statement of expectations about respectful interaction; volunteer facilitators trained to help resolve differences.

British Columbia Transmission Corporation

■ Initiatives

- Celebrated Multiculturalism Week by profiling an employee from a different culture each day in our e-mail newsletter and by arranging a multicultural luncheon for employees.
- Provided respectful workplace training to employees, including operator/area dispatcher trainees.
- Celebrated National Aboriginal Day with a profile in our e-mail newsletter and a sampling of Aboriginal treats at all BCTC offices.
- Sponsored the following programs and initiatives:
 - Xwisten FN for Stl'al'inx New Years Pow Wow;
 - Gitksan Women's Day Celebration;
 - Lillooet Area Library Association's First Nations Outreach;
 - Ucluelet First Nations Holistic Celebration of Health; and
 - New Works Dance Allsorts program.

MANDATE

British Columbia Transmission Corporation's (BCTC) mandate is to manage British Columbia's transmission system, ensuring open and fair access to the grid, facilitating private generation investment in British Columbia and maintaining access to the western North American wholesale electricity market.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Continued support of the following company programs: multiculturalism, respectful workplace and community outreach.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Continued with BCTC's Community Outreach Program, which includes a corporate outreach fund and a TransConnect program.
- Continued with BCTC's respectful workplace program.

British Columbia Utilities Commission

■ Initiatives

- The commission and staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- The commission provides timely responses to utility customer complaints, including those with multicultural backgrounds.
- Our published brochures contain timely contact information to assist the public in their actions and responsibilities with regulated energy utilities.
- BC Hydro contracts for AT&T language line service to assist in customer calls. Other regulated utilities have no formal service available, but have representatives that may assist with calls from customers who have difficulty in communicating in English.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The BCUC distributes its information brochures to libraries across the province. The commission develops specialty brochures about specific projects and regulatory initiatives, including brochures on participant funding, negotiated settlement processes and complaints process. The commission also issues a document titled proceedings filing deadlines concerning regulatory matters before the commission. Information is also conveyed to customers by way of notices for workshops, pre-hearing conferences and public hearings that appear in local newspapers in the service areas of the utilities served. Internet users are invited to visit the BCUC's website at: www.bcuc.com, where documents, applications and exhibits are electronically retrievable.

MANDATE

The British Columbia Utilities Commission ("BCUC", "the commission") is a regulatory agency of the provincial government, operating under the Utilities Commission Act. The commission is responsible for ensuring that customers receive safe, reliable and non-discriminatory energy services at fair rates from the energy utilities it regulates, that shareholders of these utilities are afforded a reasonable opportunity to earn a fair return on their invested capital. It approves the construction of new facilities planned by utilities and their issuance of securities. The commission's function is quasi-judicial and it has the power to make legally binding rulings.

The commission has been self-funded since 1988. Its costs are recovered primarily through a levy on the public utilities, pipeline companies, and the Insurance Corporation of British Columbia, that it regulates.

The provincial government released its new Energy Plan, A Vision for Clean Energy Leadership in February 2007. The commission is now responsible for implementing many of the policy actions of the plan. The commission is also responsible for regulating the compulsory automobile insurance rates for mandatory insurance coverage offered by ICBC.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The programs and services of the BCUC are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

Columbia Power Corporation

■ Initiatives

During 2006/07:

- Ktunaxa Nation Theatre Dance Group - Columbia Power Corporation (CPC) contributed \$2,000 for dance troupe to travel to Germany for an international folk festival.
- Okanagan Nation Alliance - CPC contributed \$2,500 towards the annual Salmon Feast and Celebration held in Okanagan Falls in September 2006.
- Ki-Low-Na Friendship Society - CPC contributed \$1,500 towards the Aboriginal Career Fair held in Kelowna in May 2007.
- Ktunaxa Nation Council Employment Services - \$5,000 towards the Forest Industry Career Expo being held in Cranbrook in May 2007.
- Okanagan Nation Alliance - CPC contributed \$5,000 towards the Business Opportunities Conference to be held in Kelowna in September 2007.
- Lower Columbia River All First Nations Council - CPC contributed \$500 towards National Aboriginal Day held in Castlegar in June 2006.
- Okanagan Nation Alliance - CPC contributed \$5,000 towards the Sylix Nation Unity Canoe trek held in July 2006.

MANDATE

- Develop core hydroelectric projects and other qualifying generation, transmission and distribution projects in the Columbia Basin.
- Earn an acceptable rate of return given the risks.
- Finance power projects using the government's equity contributions, retained earnings and limited-recourse project debt, without government debt guarantees.
- Promote employment, economic development and new industry through environmentally sound, cost-competitive power project investment.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

CPC believes that communities are effective partnerships between business, government, community services groups and individuals. Everyone has a responsibility to contribute to the well-being and advancement of communities in the area in which they live or conduct business. CPC provides sponsorship funding for numerous events and multicultural organizations in the communities of the Columbia Basin, in keeping with its commitment to translate power project investments into benefits for local communities. Sponsorship funding was provided in the past year for community services, regional events and scholarships and bursaries in the Columbia Basin.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In determining which groups are eligible to receive sponsorship funding, CPC excludes organizations whose service is not available to all segments of the public without regard for race, creed, colour, religious preference or national origin.

Community Living BC

■ Initiatives

- Community Living BC (CLBC) is developing an inventory of translation and interpreter services; beginning to identify cultural barriers that limit access to services and developing strategies to address these barriers; provides staff with access to expertise on cultural sensitivity and resources; and is developing and distributing material in priority languages and formats.
- CLBC also participated in a March 24, 2007 event for Chinese families in the Lower Mainland that will serve as a template for future events targeted at other multicultural groups.

MANDATE

Community Living BC's (CLBC) mandate is to ensure the delivery of community supports and services needed by adults with a developmental disability and children and youth with special needs and their families.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

CLBC is designing, delivering and implementing competency-based training that will enable its staff to work in ways that reflect the cultural diversity of the communities and the people with developmental disabilities that it serves. CLBC routinely seeks input from stakeholders on the work it does, including individuals who represent different multicultural groups.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CLBC is committed to ensuring its workforce reflects the cultural diversity of the communities it serves. Membership on CLBC's provincial advisory committee and its 17 community councils is also meant to reflect cultural diversity. Presently, one of 11 CLBC board members is Aboriginal, and the advisory committee must have one Aboriginal appointee. CLBC encourages qualified Aboriginal people to apply for CLBC positions and works with Aboriginal planning committees to define how they want to participate with CLBC.

Homeowner Protection Office

■ Initiatives

- Corporate policy manual provides guidelines of workplace behaviour to ensure respect of cultural diversity.
- All employment ads clearly state: "The HPO is committed to employment equity. We encourage applications from qualified women and men, including Aboriginal peoples, persons with disabilities and visible minorities."
- Some key information on the HPO website is available in Chinese.
- Some key collateral materials are available in languages other than English.
- HPO staff can provide service to stakeholders in English, French, Punjabi, Mandarin and Cantonese.
- The HPO subscribes to an interpretation service that allows our staff to communicate with stakeholders in virtually any language in the world via telephone.

MANDATE

The mandate of the Homeowner Protection Act which established the Homeowner Protection Office (HPO) is to:

- strengthen consumer protection for buyers of new homes;
- help bring about improvements to the quality of residential construction; and
- support research and education respecting residential construction in British Columbia.

The HPO's mission is to protect buyers of new homes from undue risk and assist the residential construction industry to mitigate that risk.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The HPO executive is committed to supporting the multiculturalism of staff and stakeholders.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Ensure that staff is treated fairly and professionally regardless of cultural background.
- Ensure that HPO programs and services can be communicated to stakeholders representing various cultures.
- Manager, Communications and Service Planning, has an education included specific training in multicultural management.

Insurance Corporation of British Columbia

■ Initiatives

- Loss prevention campaign advertisements are placed in multicultural publications and on multicultural radio stations. These include our aggressive driving and intersection safety, pedestrian safety, impaired driving and high-risk driving campaigns.
- Information sessions and road safety presentations are delivered to Aboriginal, South Asian and Asian communities throughout the province.
- ICBC's Child Passenger Safety Program dedicates activities to the South Asian community. Information on child passenger safety information is presented at Sikh temples and published in Punjabi publications.
- Community presentations on how to obtain a British Columbia driver's license are made to new immigrants.
- Radio and television interviews are conducted on multicultural stations to raise road safety awareness.
- In partnership with other organizations, ICBC continues to deliver the Aboriginal Occupant Restraint Program, providing education and information on child seat and seat belt use.
- Brochures and posters providing information on claims, auto theft, graduated licensing, child passenger safety and road safety are produced in high demand languages.
- The driver's license knowledge test can be taken in Cantonese, Croatian, Farsi, Mandarin, Punjabi, Arabic, Russian, Spanish and Vietnamese, French and English.
- Multilingual staff are available to provide customers with translation services.
- ICBC employees participate in community events organized by multicultural groups and organizations throughout the province to promote road safety and loss prevention.

MANDATE

The Insurance Corporation Of British Columbia (ICBC) provides universal basic auto insurance to British Columbia motorists and also competes for the optional auto insurance business. As part of its mandate, ICBC provides driver licensing and vehicle licensing and registration services on behalf of the provincial government. As part of its overall strategy, ICBC invests in loss management and road safety programs to promote a safer driving environment throughout British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC is committed to promoting fair and equitable access to its services, programs and employment opportunities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies are in place to promote understanding and respect toward employees and customers of diverse backgrounds. These include our employment equity, harassment-free workplace, combating racism and reasonable accommodation policies.

Employment advertisements include an employment equity statement to encourage applications from all qualified individuals.

Inhouse displays, celebrations and events are organized throughout the year to increase awareness and understanding of cultural diversity and multiculturalism.

Integrated Land Management Bureau

■ Initiatives

- Information on programs and services are available in print and increasingly in electronic form to maximize access to the widest possible range of clients.
- In response to the needs of their communities, the bureau develops plain-English publications and, where appropriate, translates front counter rack cards into other languages to ensure clear understanding and access to technical information.
- In the Lower Mainland, ILMB staff have the capacity to speak with clients in 12 languages.
- The opening of the Lower Mainland Front Counter British Columbia Office was advertised in the multicultural media.
- First Nations: The bureau provided direct and indirect support to increase First Nations involvement in land use planning activities, notably on the Central and North Coast, Sea-to-Sky and Morice land use planning areas. The bureau is also seeking new and collaborative approaches to meet its First Nations consultation and accommodation responsibilities.
- First Nations: The ministry provided training for staff to build understanding and appreciation of cultural diversity and land and resource management perspectives through presentations and hands-on cultural craft workshops led by elders from the Tsartlip First Nations.
- First Nations Youth: The ministry is involved with the Reclamation and Prospecting (RAP) Program that is intended to provide First Nations youth in northwest British Columbia with training and employment opportunities in the mineral exploration and mining sector. RAP participants will document environmental and safety conditions at historic mine sites in their traditional territories, supporting the economic and environmental sustainability interests of their communities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Distribution of materials promoting diversity (such as the 2007 multifaith calendar).
- Provide training opportunities for staff to build understanding and appreciation of cultural diversity and the elimination of discrimination and racism.
- Opened all job postings to out-of-service candidates and ensure recruitment practices consider merit based on qualifications, experience and expertise regardless of ethnicity, culture or disabilities.
- The human resource management plan recognizes the importance of a welcoming workplace and establishes a target to improve the percentage of multicultural staff.

MANDATE

The Integrated Land Management Bureau (ILMB) provides services, on behalf of the Ministry of Agriculture and Lands and other provincial ministries and agencies, to clients outside and within the provincial government by:

- co-ordinating applications for access to Crown resources (tenures, permits, licences, Crown grants) through regional Front Counter British Columbia offices;
- developing, implementing and revising land use plans;
- managing and delivering resource information; and,
- prioritizing and co-ordinating recovery planning for broad-ranging species at risk.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Integrated Land Management Bureau ensures government policies on multiculturalism are made available to staff in conducting programs.
- The bureau distributes materials promoting diversity, and offers training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity and the elimination of racism.
- The bureau solicits input from its client communities to ensure that the programs and services offered were responsive to their specific needs.

Provincial Capital Commission

■ Initiatives

- Produced video vignettes on the history of British Columbia's Jewish, black, and Chinese-Canadian cultures, and on Thunderbird Park and its role in the revitalization of First Nations culture; and broadcast these vignettes into a million homes provincewide on Shaw TV, as well as posting them on the PCC website.
- Developed feature pages on First Nations and Chinese communities in the capital, for our forthcoming multimedia unit for grades four to five social studies.
- Partnered with the Healthy Aboriginal Network to launch a story contest for Aboriginal youth; sponsored two First Nations persons to attend a six-week workshop in historical writing conducted in Vancouver by the Chinese-Canadian Historical Society (their writing will appear in the resulting book).
- Provided major support for Inter-Cultural Association's Folkfest.
- Invited the First Nations Schools Association to participate in our new program of student travel subsidies for educational visits to the capital.
- Acted as funding partner with the City of Victoria, Tourism Victoria, Greater Victoria Harbour Authority, and Esquimalt and Songhees First Nations to develop new permanent public displays of Coast Salish art on the capital's Inner Harbour.

MANDATE

The vision of the Provincial Capital Commission (PCC) is to connect and celebrate the capital with all British Columbians. The mandate of the PCC is to deliver programs that connect British Columbians to their capital; to foster pride and awareness of the diverse cultures and rich history of their province; to provide responsible stewardship of public assets; and to be a self-sustaining Crown corporation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The PCC supports government-wide multiculturalism policies that guide the delivery of programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- In the PCC's current service plan, program goals state an emphasis on youth and children, history/heritage, culture, Aboriginal peoples, and civic commitment.
- Values and guiding principles include recognizing and supporting the diversity of British Columbia's cultures, landscapes and history.
- In 2006/07, the PCC engaged a First Nations consultant to help develop new outreach programs aimed specifically at Aboriginal youth.

Royal BC Museum Corporation

■ Initiatives

- Sponsor for the annual First People's Festival (August).
- School programs offer A Day's Journey, which takes grade four students through a day in the life of a First Nations child in history. Programs are provided throughout the school year.
- Living Landscapes Program: A program that brings people everywhere face-to-face with RBCM staff and research in exploring the human and natural history of the province, First Nations, educators, naturalists and other agencies, to encourage and facilitate the exploration and appreciation of the human and natural history of areas in British Columbia from the perspective of the people who live there.
- Organized many events to commemorate Veteran's Week (Nov. 4-11), including framed biographies, photographs and medals of 20 women who served in Europe as spies and resistance operatives during the Second World War. Veteran's Week began with a veterans parade and flag drill, organized by the Metis Veterans of British Columbia.
- Provide access to over 3,523 original Aboriginal audiotapes that document the languages and stories of British Columbia First Nations.
- The RBCM has approximately 400 volunteers who reflect the diversity of the community. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.
- Launch of Thunderbird Park virtual site, which showcases the history of Thunderbird Park and the origin/meaning of the totem poles and various artifacts.
- Participated in treaty-related activities with the following First Nations: Chemains, Cowichan, Gitksan, Haida Nation, In-SHUCK-ch, Ktunaxa, Lerkwammen, Maa-nulth, Malahat, Namgis First Nation, Pauquachin, Sliammon, Snuneymuxw, Tseycum, Yale First Nation, Yekooche, Oweekeno Nation.
- The RBCM's virtual exhibit Journey & Transformations: British Columbia Landscapes provides an opportunity to explore British Columbia's mountains, forests, grasslands, waters and cities. Included are a teacher's guide, student submissions and a link to suggested lesson plans for grades eight through 12. The virtual exhibit is available in both English and French, allowing for the diversity in our schools.
- Ongoing sales of published books, including best seller, Indian History of British Columbia and Songhees Pictorial, published by Royal BC Museum Corporation.
- Reprinted, for the fourth time, published by Royal BC Museum Corporation, Food Plants of Coastal First Peoples.
- In December 2006, launched a product of a partnership between the BC Treaty Commission and the Royal BC Museum Corporation – First Peoples of British Columbia, a six-minute, large-format, multimedia presentation celebrating British Columbia First Nations. This film runs 10 times every day, on the two-storey, three-dimensional map in the

MANDATE

The Royal BC Museum Corporation (RBCM) is the only organization in the world dedicated specifically to the preservation of, and education about, the human and natural history of British Columbia. Its purpose is to fulfill the government's fiduciary responsibilities for public trusteeship of the provincial collections and exhibits, and to preserve the collections for future generations of British Columbians.

The Museum Act lists the mandate of the Royal BC Museum Corporation:

- To secure, receive and preserve specimens, artifacts and archival and other materials that illustrate the natural or human history of British Columbia.
- To hold and manage the archives of the government.
- To increase and communicate knowledge of the natural and human history of British Columbia by research, exhibits, publications and other means.
- To serve as an educational organization.
- To develop exhibits that are of interest to the public.
- To manage, conserve and provide access to the collection.
- On the request of the government, to manage cultural and heritage facilities designated by the government.
- To perform functions usually performed by a museum and archives.

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Royal BC Museum Corporation

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exhibit hall.

- Prepared for the April opening of the Treasures of the Tsimshian from the Dundas Collection exhibit, showcasing an exhibition of First Nations artifacts. The collection, acquired by Rev. Robert James Dundas in 1863, was auctioned by Sotheby's in October 2006. In March 2007, the Allied Tsimshian Tribes blessed the collection. The RBCM will manage the national tour of this exhibit.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The RBCM culture supports diversity through its collection development, delivery of programs and daily activities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The RBCM strives to explain the human and natural history of the province of British Columbia and is the only institution in British Columbia that assumes this role.
- Where possible, continue to commit to diversity in the workplace through hiring practices that recognize diversity for frontline customer service staff and co-op students.
- Provide staff with cultural awareness training (culturally responsive service delivery) and information through pamphlets and other information pieces.
- The RBCM presents controversial issues in an objective way, and is perceived by the community as a place that presents balanced views.
- The RBCM site is a centre of activity for locals, tourists, school children, First Nations and cultural groups and scholars.
- The RBCM will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.
- The RBCM's First Nations collections date back to the late 1800s, when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The BC Archives is a valuable resource for researchers. It is one of the major information sources for British Columbia's human history and a vital element of British Columbia's culture.
- Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.

Tourism British Columbia

■ Initiatives

- Tourism British Columbia (TBC) has made a commitment to invest \$5 million in the development and marketing of Aboriginal tourism products throughout British Columbia.
- Tourism British Columbia maintains offices in Australia, Germany, Japan, Taiwan, Korea and the United Kingdom.
- Hosted 17 familiarization tours for tourism product buyers from: Japan (2), Korea (3), Taiwan (2) and China (6).
- Implemented 46 inmarket promotions: Japan (12), Korea (17), Taiwan (8), China (7).
- Attended nine trade and consumer shows: Japan (2), Korea (1), Taiwan (2), China (2), Global (2).
- Conducted 62 educational seminars for tourism product buyers: Japan (22), Korea (32), Taiwan (4), China (4).
- Produced and distributed tourism product information via 26 foreign language publications: Japan (8), Korea (7), Taiwan (4), China (6).
- Hosted 26 press tours for travel writers: Japan (9), Korea (7), Taiwan (4), China (4), Global (2).
- Launched 650-page Chinese language website.
- Tourism British Columbia now has four Asian language websites - Japanese, Korean, Chinese for China and Chinese for Taiwan.
- Hosted tourism product buyers and media from 18 countries at Canada's West Marketplace.
- Developed and created Tourism British Columbia web sites for U.K. and Australia consumers.
- Assisted in media visits from U.K., Denmark, the Netherlands, France, Germany, Italy, Russia, Australia and New Zealand.
- Assisted in trade fairs (familiarization) from U.K., the Netherlands, France, Germany, Switzerland, Australia and New Zealand.
- Hosted Australian daytime news show, The Today Show.
- Created German and Spanish language vacation planners.
- Created Canada's West ski brochure with Travel Alberta to promote all export-ready ski resorts in British Columbia, with a distribution of just over one million copies.
- Tourism British Columbia is the sponsor for CTC (Canadian Tourism Commission) Germany's clever women project in 2007, with the theme of outdoor adventure and spas.
- Created Canada's West marketing campaign with Travel Alberta in the Netherlands for key account Dutch tour operators.
- Tourism British Columbia is a partner in www.welkomincanada.nl, a Dutch website dedicated to travel in Canada.

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MANDATE

Under the Tourism British Columbia Act, the corporation is responsible for:

- Marketing British Columbia as a tourism destination.
- Providing information services for tourists.
- Encouraging enhancement of standards of tourist accommodation, facilities, services and amenities.
- Enhancing professionalism in the tourism industry.
- Encouraging and facilitating the creation of jobs in the tourism industry.
- Collecting, evaluating and disseminating information on tourism markets: trends, employment, programs and activities and on availability and suitability of infrastructure and of services that support tourism activities.
- Generating additional funding for tourism programs.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Tourism British Columbia's commitment to multiculturalism is reflected best in the strong support for corporate values that have been identified by staff throughout the organization. These are: integrity – what we bring as individuals; enthusiasm – what we portray; teamwork – how we work together; and progressive – what we strive for.

In addition, as an organization that conducts business in markets around the globe, the corporation employs international staff and implements in-market program activities in such a way that respects the diversity of interests and cultural sensitivities that exist worldwide.

Tourism British Columbia

Continued >>

- Partnering with the CTC - U.K., Travel Alberta, Ontario and Quebec, Tourism British Columbia created an ice rink promotion at Canada Water in Canary Wharf that featured a British Columbia billboard promoting ski and the U.K. website from January through March. Six British Columbia postcards with a regional image and our U.K. website were used as giveaways.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a principle at Tourism British Columbia. The organization adheres to and supports the Human Rights Acts of British Columbia and Canada, which protect individuals from harassment and other forms of discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age and conviction for a criminal or summary conviction offence that is unrelated to employment.

"Tourism British Columbia's commitment to multiculturalism is reflected best in the strong support for corporate values that have been identified by staff throughout the organization."

